

# Annaina Terms and Conditions

**Effective Date:** 21/05/2025

Last Updated: 21/05/2025

Welcome to Annaina, a platform operated by Transform Your Planning, Inc. (“TYP”, “Annaina”, “we”, “us”). These Terms and Conditions (“Terms”) govern your use of the Annaina platform (the “Platform”), available via [Annaina website URL].

By registering for or using the Platform, you agree to be bound by these Terms. If you do not agree, you may not use the Platform.

## 1. Platform Overview

Annaina is a digital platform that connects qualified wedding planners and service providers for destination events. Planners create event-specific project briefs and outline the services needed. Annaina then uses an internal matching system to connect planners with service providers that align with each project’s needs.

All project and service request information is created and submitted by planners. Annaina does **not verify or guarantee the accuracy, completeness, legality, or quality** of any user-generated content or service request.

Annaina acts solely as a facilitator. It is not a party to any contracts, agreements, or communications between users, and does not participate in service fulfillment or payment processing between planners and providers.

## 2. Eligibility Requirements

Access to and use of the Platform is limited to users who meet all of the following criteria:

- Be at least 18 years old
- Have the legal capacity to enter into a binding contract
- Provide accurate, truthful, and complete information during onboarding
- Keep their contact and business information up to date at all times
- Minimum of **3 years** of professional experience in the wedding industry
- Portfolio includes at least **2 destination weddings**
- Operate in at least **one European destination**
- Legally compliant (including appropriate business licenses and insurance)

- Member of a recognized industry association or holder of relevant professional certifications
- Proficient in English for professional communication

These requirements apply to **both planners and service providers**. Annaina reserves the right to verify user qualifications during onboarding or at any time thereafter.

### 3. Subscriptions

- Access to platform features requires an **active annual subscription**.
- Subscription fees are **non-refundable**.
- Failure to renew will result in account suspension until payment is received.
- Subscription terms and pricing may change with reasonable notice.

### 4. Payments and Refunds

All payments made through the Platform — including subscription fees and any lead-related charges — are **final and non-refundable**.

By making a purchase, you agree that:

- You have reviewed and understand the services offered
- No refunds will be issued for dissatisfaction, non-use, or mistaken purchases

All transactions are processed in U.S. **Dollars (USD)**. Annaina is not responsible for currency conversion fees or banking charges.

### 5. Leads and Matching

Service providers **do not browse open requests**. Instead, the Platform presents providers with matches based on:

- Event details submitted by the planner
- Provider profile compatibility
- Internal relevance factors (e.g., availability, budget fit, service type)

Receiving a match or lead **does not guarantee** a booking, response, or agreement. The opportunity is a **virtual introduction**, not a service contract.

Providers are responsible for evaluating the opportunity and conducting further communication or due diligence.

## **6. User Conduct and Responsibilities**

All users must:

- Provide accurate and current information
- Communicate professionally and respectfully
- Avoid unlawful, fraudulent, or misleading behavior
- Maintain the confidentiality of project and user data
- Comply with all applicable laws and industry standards

Annaina reserves the right to suspend or remove accounts that breach these Terms or fail to meet minimum conduct or qualification standards.

## **7. User Content and Confidentiality**

Users retain ownership of content they upload (e.g., photos, bios, service descriptions) but grant Annaina a license to use that content for:

- Platform operations
- Service matching
- Marketing and case studies (with proper attribution or anonymization)

Users are responsible for ensuring their content is lawful and does not infringe the rights of others.

Information submitted via the Platform is considered confidential unless it is public-facing (e.g., portfolio items) or permission is granted otherwise.

## **8. Intellectual Property**

The Platform, including all systems, tools, code, and processes, is the property of Transform Your Planning, Inc. You may not copy, reverse-engineer, or repurpose any part of the Platform without express written permission.

Any ideas or feedback submitted to Annaina may be used to improve the Platform and shall become our intellectual property.

## **9. Disclaimers**

Annaina does not:

- Guarantee the accuracy or completeness of planner-submitted information

- Guarantee any specific result, booking, or revenue
- Endorse or verify the legality or quality of any user, business, or transaction
- Accept liability for any agreements or communications made outside the Platform

All users are responsible for conducting their own assessments before entering into any professional arrangement.

## 10. Limitation of Liability

To the maximum extent permitted by law:

- Annaina and its owners, officers, employees, and contractors are not liable for any indirect, incidental, special, or consequential damages
- This includes lost profits, reputation harm, missed opportunities, or business interruption
- Total liability is limited to the **greater of \$100 USD or the amount you paid to Annaina in the past 12 months**

## 11. Governing Law and Jurisdiction

These Terms are governed by and construed in accordance with the laws of the **State of Delaware, USA**, without regard to its conflict of law principles.

You agree that any dispute, claim, or legal proceeding arising from these Terms will be subject to the exclusive jurisdiction of the courts located in **Delaware, USA**.

## 12. Changes to These Terms

We may revise these Terms from time to time. Changes become effective upon publication to the Platform and may be communicated by email or notification.

Continued use of the Platform after changes are made constitutes your acceptance of the revised Terms.

## 13. Contact

If you have any questions or need support, please contact us at:

**Email:** [support@annaina.com](mailto:support@annaina.com)

**Mailing Address:** Transform Your Planning Inc, 244 Madison Avenue, #1197, New York, NY 10016