

# Terms of Service

**Last updated:** 17.8.2026

These Terms of Service ("Terms") govern the use of TimeNTable, a restaurant table reservation system provided by Aiso Oy ("Aiso", "we", "us", "our"), Business ID 2960709-2, VAT FI29607092, Insinöörinkatu 30, 2nd floor, 33720 Tampere, Finland.

By creating an account, subscribing to, or using TimeNTable, the customer ("Customer") agrees to be bound by these Terms.

## 1. Definitions

- **Service:** The TimeNTable software-as-a-service product, including all features, integrations, and updates provided by Aiso.
- **Customer:** The legal entity (business) that subscribes to the Service.
- **End Users:** Individuals authorised by the Customer to use the Service on its behalf (e.g. restaurant staff).
- **Guests:** Individuals who make reservations at the Customer's restaurant using the Service.
- **Customer Data:** All data submitted by the Customer or its End Users to the Service, including reservation data and personal data of Guests.
- **Paddle:** Paddle.com Market Limited, Aiso's reseller and Merchant of Record.

## 2. Business-only Service

The Service is intended exclusively for use by businesses and professionals operating restaurants or similar hospitality establishments. By accepting these Terms, the Customer represents and warrants that it is purchasing and using the Service for business purposes and not as a consumer.

## 3. Acceptance and changes

The Customer accepts these Terms when it creates an account or completes a subscription purchase.

Aiso may change these Terms. Changes that do not reduce the Customer's rights or increase its obligations, including clarifications, corrections, structural changes, updates to contact details, descriptions of new or changed features, and changes required by law or by a competent authority, take effect when published.

Other changes take effect fifteen (15) days after Aiso notifies the Customer by email or in-product notice. If the Customer does not accept such a change, it may cancel its subscription before the change takes effect. Where the Customer has prepaid for a subscription period of more than one month and cancels for this reason, Aiso refunds the pro-rata portion of prepaid fees for the period after cancellation.

Continued use of the Service after a change takes effect constitutes acceptance of it.

Changes to subscription fees are governed by Section 6.

## 4. The Service

TimeNTable is a reservation management system that allows restaurants to receive, manage, and track table reservations from Guests. The exact features available depend on the Customer's subscription plan and may be updated over time.

Aiso provides the Service on a commercially reasonable efforts basis. Aiso does not guarantee uninterrupted or error-free availability.

**Maintenance and interruptions.** Aiso may interrupt or suspend the Service for maintenance, updates, upgrades, or security measures. An interruption under this Section is not a breach of these Terms and does not entitle the Customer to any refund or reduction in fees.

**Backups.** Backups of the Service database are taken by Aiso's hosting infrastructure provider. Aiso does not warrant any specific backup frequency, retention period, recovery point, or recovery time, and does not warrant that data can be restored from any given backup. The Customer is responsible for retaining any records it requires for its own purposes outside the Service. Where the Customer asks Aiso to restore data that the Customer or its End Users have deleted or altered, Aiso may charge for the work at its then-current hourly rate.

**The Customer's environment.** The Customer is responsible for its own devices, browsers, software, and network connections. Aiso is not responsible for defects or unavailability caused by the Customer's environment.

**Integrations.** The Service may support optional integrations with third-party services, such as reservation entry points operated by search, maps, or travel platforms. Aiso determines which integrations are available, and may require its prior approval before an integration is enabled for a Customer, may impose conditions on its use, may make it available only on certain subscription plans, may charge separately for it, and may withdraw it in accordance with Section 17. Aiso is not obliged to provide, build, or maintain any integration.

Where an integration is activated for the Customer, whether by the Customer or by Aiso at the Customer's request, the Customer instructs Aiso to exchange the reservation data necessary for that integration with the third party concerned, and accepts that the third party processes that data as an independent controller under its own terms and privacy notice. The Customer is responsible for complying with any requirements the third party imposes on the Customer, including cancellation and no-show policies. Aiso is not responsible for the acts or omissions of the third party, for its availability, or for its use of data it receives.

Any configuration, onboarding, migration, or troubleshooting work Aiso performs in connection with an integration is chargeable in accordance with Section 7, unless Aiso has stated that it is included in the Customer's subscription plan.

## 5. Customer accounts and responsibility

The Customer must create an account to use the Service. The Customer is responsible for:

- Providing accurate registration information and keeping it up to date
- Safeguarding its account credentials and not sharing them beyond the End Users who need them
- Changing the account password without undue delay whenever a person who has had access to it ceases to be an End User, including on termination of employment
- All activity that occurs under its account
- Ensuring that its End Users comply with these Terms
- All interactions with its Guests, including the lawfulness of personal data submitted by or about Guests
- Providing its Guests with the information required of a data controller under applicable data protection law
- Resolving disputes between the Customer and its Guests

**Aiso is not a party to any agreement between the Customer and its Guests** and bears no responsibility for the conduct of the Customer, its End Users, or its Guests, or for the content of any reservation or communication made through the Service. Aiso remains responsible only for the Service itself as described in these Terms.

The Customer must notify Aiso immediately if it becomes aware of any unauthorised access to its account. Aiso may require the credentials of an account to be changed where Aiso considers it necessary to address a security threat.

**Two-factor authentication.** Two-factor authentication using an authenticator application is available for the account. The Customer decides whether to enable it. Where an End User loses access to the second factor, access is restored only through the verification process described below.

**Restoring access.** Where an End User has lost access to the account, Aiso may restore access after verifying the identity and authority of the person making the request. Aiso determines the verification methods it considers appropriate in the circumstances. Aiso may decline a request it cannot verify to its satisfaction, and may take the time reasonably necessary to complete verification. Aiso does not warrant that verification will identify every unauthorised request.

## 6. Subscriptions, fees, and payment

The Service is provided on a monthly or an annual subscription basis. Subscriptions automatically renew at the end of each billing period unless cancelled.

**Trials.** Aiso may make a trial of the Service available. Its duration, any fee, and what happens when the trial ends are as stated on Aiso's website or in the Service when the trial is started. Aiso may change or discontinue trials, and a change applies to trials started after it takes effect. Aiso may delete an account that does not continue as a paid subscription.

All payments are processed by Paddle as Merchant of Record. By subscribing, the Customer also agrees to Paddle's Buyer Terms (<https://www.paddle.com/legal/buyer-terms>). Paddle handles billing, invoicing, refunds, and chargebacks.

Aiso may change the subscription fees. Aiso gives at least thirty (30) days' notice of any price change. If the Customer does not accept the new price, it may cancel its subscription before the price change takes effect.

All fees are exclusive of value added tax. Paddle determines, collects, and remits applicable taxes as Merchant of Record. Payment terms, consequences of late payment, dunning, and collection are governed by Paddle's Buyer Terms. Aiso does not invoice the Customer separately outside Paddle.

Refunds are governed by the Refund Policy.

## 7. Customer support

Aiso provides email support at [support@timentable.fi](mailto:support@timentable.fi) on Finnish business days. Aiso does not guarantee specific response times.

Support covers questions about Service functionality, bug reports, and account issues. It does not include custom development, configuration work, data migration, training, integrations, or restoration of data the Customer has deleted. Where Aiso agrees to carry out such work, it is charged at Aiso's then-current hourly rate and is governed by a separate written order confirmation.

## 8. Acceptable use

The Customer shall not:

- Use the Service for any unlawful purpose or in violation of any applicable law or regulation
- Reverse engineer, decompile, or attempt to extract the source code of the Service, except to the extent such a restriction is prohibited by applicable law
- Use the Service to send spam, malware, or other harmful content
- Send marketing or other non-transactional messages to its Guests in breach of applicable rules on electronic direct marketing
- Interfere with or disrupt the Service or the servers and networks that host it, impose a disproportionate load on them, or circumvent any rate limit or access control
- Attempt to gain unauthorised access to any part of the Service or related systems
- Use automated means to access, scrape, harvest, or collect data from the Service, other than its own Customer Data through interfaces Aiso provides

- Enter reservations, Guest details, or other data that are false or fraudulent
- Resell, sublicense, or otherwise commercially exploit the Service except as expressly permitted
- Use the Service to develop, or to benchmark for the purpose of developing, a competing product or service

## 9. Customer Data

Customer Data remains the Customer's. The Customer grants Aiso a non-exclusive licence to host, store, process, transmit, display, back up, and delete Customer Data to the extent necessary to provide, maintain, secure, and support the Service and to comply with Aiso's legal obligations.

The Customer is responsible for ensuring that it has all necessary rights and lawful bases to submit Customer Data to the Service, including any personal data of Guests.

The Customer represents and warrants that it has all necessary rights, licences, and consents to upload any images or other content to the Service, including any logos, photographs, or background images. The Customer shall not upload content that infringes intellectual property rights, depicts identifiable individuals without their consent, or contains unlawful, offensive, or harmful material.

Aiso may remove content, or suspend access to it, where Aiso reasonably believes it violates these Terms or applicable law.

**Usage data and aggregated data.** Aiso may generate and use aggregated and anonymised data derived from use of the Service to operate, secure, develop, and improve the Service, for statistical analysis, and to produce benchmark and industry information. Such data is aggregated and anonymised so that it cannot be attributed to an identified or identifiable individual, and no Customer is identifiable from any benchmark or other information Aiso publishes or provides to third parties. Aggregated and anonymised data is not Customer Data and is not personal data, and Aiso may use and retain it during and after the term of these Terms.

## 10. Data protection

In respect of Guest personal data processed through the Service, the Customer is the data controller and Aiso is the data processor. That processing is governed by Aiso's Data Processing Agreement (DPA), available at <https://timentable.fi/dpa>. By accepting these Terms the Customer also accepts the DPA, which forms an integral part of these Terms.

In respect of personal data of the Customer and its End Users, Aiso acts as controller. That processing is described in Aiso's Privacy Policy.

Aiso also processes technical and usage data generated by the use of the Service as controller, as described in the Privacy Policy. Such processing is not carried out on behalf of the Customer.

## 11. Intellectual property

The Service, including all software, designs, trademarks, and documentation, is and remains the property of Aiso or its licensors. These Terms grant the Customer a limited, non-exclusive, non-transferable right to use the Service during the subscription term. No other rights are granted.

Any feedback, suggestions, feature requests, or ideas the Customer or its End Users provide about the Service, including those submitted through any roadmap, voting, survey, or feedback feature of the Service, may be used by Aiso without restriction, attribution, or compensation. Aiso is under no obligation to implement them, and they do not become confidential information of the Customer.

**Third-party claims against the Service.** If a third party claims that the Service infringes its intellectual property rights, Aiso may at its own option and cost procure the right to continue providing the Service, modify the Service so that the claim no longer applies, or terminate the Customer's subscription and refund the pro-rata portion of prepaid fees for the period after termination. This is the Customer's sole and exclusive remedy in respect of such a claim. Aiso has no obligation to defend the Customer, to conduct or fund proceedings on the Customer's behalf, or to indemnify the Customer against costs, damages, or settlements.

## 12. Confidentiality

Each party shall keep confidential all non-public information of the other party disclosed in connection with the Service, and shall use it only for the purposes of these Terms. This obligation survives termination for three (3) years. Customer Data is treated as the Customer's confidential information. The existence of these Terms and the fact that the Customer uses the Service are not confidential information.

These obligations do not apply to information which:

(a) is or becomes publicly available other than through a breach of these Terms; (b) was lawfully in the receiving party's possession before disclosure; (c) is lawfully received from a third party without an obligation of confidentiality; (d) is independently developed by the receiving party without use of the disclosing party's confidential information; or (e) must be disclosed under mandatory law, a court order, or a binding request from an authority, provided that the receiving party notifies the disclosing party in advance where legally permitted.

Each party may disclose confidential information to its employees, subcontractors, and professional advisers who need it for the purposes of these Terms and who are bound by equivalent confidentiality obligations.

## 13. Warranties and disclaimers

Aiso warrants that it will provide the Service with reasonable care and skill.

Except as expressly stated in these Terms, the Service is provided "as is" and "as available". To the maximum extent permitted by law, and except as set out in Section 11, Aiso disclaims all other warranties, express or implied, including warranties of merchantability, fitness for a particular purpose, and non-infringement.

Aiso does not warrant that the Service will be error-free, uninterrupted, or meet all of the Customer's requirements. Aiso does not warrant that emails, notifications, or other messages sent through the Service will be delivered, or delivered without delay, to the Customer, its End Users, or its Guests.

## 14. Limitation of liability

**14.1 Excluded losses.** To the maximum extent permitted by law, neither party is liable for indirect, incidental, special, or consequential damages, nor for loss of profit, revenue, turnover, business, bookings, customers, goodwill, or anticipated savings, loss or corruption of data or the cost of reconstructing it, nor for administrative fines, penalties, or sanctions imposed on the other party, regardless of whether such loss was foreseeable and whether the claim is based on contract, tort, statute, or otherwise.

**14.2 Aggregate cap.** Aiso's total aggregate liability for all claims arising under or in connection with these Terms, the Refund Policy, the Privacy Policy, and the DPA taken together shall not exceed the greater of (a) the subscription fees actually paid by the Customer for the Service during the six (6) months immediately preceding the event first giving rise to the claim, or (b) one thousand euros (EUR 1 000). Claims arising from the same or a connected event or circumstance constitute a single claim.

**14.3 Data protection and confidentiality.** For claims based on breach of the DPA, of applicable data protection law, or of Section 12, the cap in Section 14.2 is twice the amount determined under that Section. This is the only enhanced cap under these Terms.

**14.4 Mandatory law.** Nothing in these Terms excludes or limits liability to the extent it cannot be excluded or limited under applicable law.

**14.5 Service performance.** Aiso gives no service level commitment and no availability warranty. The Customer's remedies in respect of unavailability, interruption, delay, degraded performance, or a defect in the Service are limited to termination under Section 16 and to any refund Paddle may grant under its own terms. No service credits, liquidated damages, service level penalties, or contractual penalties apply.

**14.6 Matters outside Aiso's responsibility.** Aiso is not liable for loss or damage arising from:

(a) acts or omissions of the Customer, its End Users, or its Guests, including the sharing, loss, or misuse of account credentials; (b) the content, accuracy, or lawfulness of Customer Data; (c) failure, unavailability, or compromise of third-party infrastructure, networks, email delivery, or payment services, to the extent not caused by Aiso's own breach of these Terms; (d) the Customer's own hardware, software, browsers, devices, or network connections; (e) use of the Service in breach of these Terms, of Aiso's written instructions, or of applicable

law; or (f) any decision, act, or omission of the Customer as data controller, including the lawful basis for processing Guest data and the information provided to Guests.

**14.7 Duty to notify claims.** The Customer shall notify Aiso in writing, with reasonable particulars, of any claim under or in connection with these Terms without undue delay after the Customer became aware or should have become aware of the event giving rise to the claim, and in any event within six (6) months of that event. To the extent permitted by applicable law, a claim not notified within that period is lost.

**14.8 Allocation of risk.** The limitations in this Section reflect the subscription fees payable for the Service and the allocation of risk agreed between the parties.

**14.9 Fault-based liability.** Aiso is liable only for damage caused by Aiso's own breach of these Terms. Where the Customer claims that Aiso has failed to provide the Service with reasonable care and skill, the burden of proving that failure lies with the Customer.

## 15. Customer indemnity

The Customer shall defend, indemnify, and hold Aiso harmless from and against any claim, demand, proceeding, loss, damage, fine, penalty, cost, and expense, including reasonable legal fees, arising out of or in connection with:

- the Customer's or its End Users' breach of these Terms, of the DPA, or of applicable law;
- Customer Data submitted to the Service in breach of these Terms or applicable law, including the absence of a lawful basis for processing Guest personal data and the absence of explicit consent for dietary or allergy information where required;
- the Customer's failure to provide its Guests with the information required of a data controller under applicable data protection law;
- any claim by a Guest, an End User, a third party, or a supervisory authority arising from the Customer's use of the Service or from the Customer's role as data controller;
- unauthorised access to or use of the Customer's account resulting from the Customer's failure to safeguard its credentials or to change them following staff changes; and
- the Customer's own marketing or other communications to its Guests.

This indemnity is not subject to the exclusions or limitations in Section 14.

Aiso shall notify the Customer of any claim under this Section without undue delay after becoming aware of it. Aiso controls the defence and settlement of the claim, and shall consult the Customer before agreeing to a settlement that imposes a payment obligation on the Customer.

## 16. Term and termination

These Terms remain in effect for as long as the Customer has an active subscription.

**Termination by the Customer.** The Customer may cancel its subscription at any time as described in the Refund Policy. Cancellation takes effect at the end of the current billing period. No refunds are given for the remaining part of a paid period, except as set out in the Refund Policy or in this Section.

**Termination by the Customer for cause.** The Customer may terminate with immediate effect if Aiso materially breaches these Terms and fails to remedy the breach within thirty (30) days of written notice specifying the breach. In that event Aiso refunds the pro-rata portion of prepaid subscription fees for the period after the termination date. That refund is the Customer's sole financial remedy for the breach, subject to Section 14.

**Termination and suspension by Aiso.** Aiso may suspend or terminate the Customer's access to the Service with reasonable notice if the Customer materially breaches these Terms and fails to cure the breach within fourteen (14) days of notice, fails to pay applicable fees, uses the Service in a way that poses a security or legal risk to Aiso or other customers, or where required by law. Aiso may suspend the Service immediately and without notice in cases of serious security or legal risk.

**Discontinuation of the Service by Aiso.** Aiso may discontinue the Service in whole at its discretion, including for business reasons. In that case Aiso gives written notice to affected Customers at least sixty (60) days before the discontinuation date, refunds the pro-rata portion of prepaid subscription fees for the period after that date, continues providing the Service substantially as described in these Terms during the notice period, and provides the export described in this Section. This provision does not apply to suspension or termination of individual accounts under the preceding paragraph.

**Switching and exit.** To the extent Regulation (EU) 2023/2854 applies to the Service, the Customer may terminate in order to switch to another provider of data processing services or to its own on-premises infrastructure, by giving written notice of no more than two (2) months. This right applies to both monthly and annual subscriptions.

Aiso supports the switching process for a transitional period of up to thirty (30) calendar days from the effective date of termination. Where that period is technically unfeasible, Aiso notifies the Customer in writing, with reasons, within fourteen (14) working days of the switching request and proposes an alternative period of no more than seven (7) months. The Customer may extend the transitional period once for a period the Customer considers appropriate.

At the start of the transitional period the Customer shall inform Aiso whether it wishes Aiso to export its exportable data for transfer to another provider or to its own infrastructure, or to erase that data. In the absence of instructions, Aiso retains the data for the retrieval period below and then erases it.

**Exportable data.** The categories of data and digital assets that can be ported are, exhaustively: restaurant settings and public contact information; resources, table configuration, and floor plan data; opening hours, opening periods, and exceptions; reservation records, including date, time, party size, table assignment, status, language, and

free-text notes; dietary and allergy information still within its retention period; Guest contact records, comprising name, email address, and telephone number; and images uploaded by the Customer. No other data or digital assets are exportable. In particular, Aiso's software, source code, database schemas, infrastructure configuration, security credentials and tokens, security and system logs, aggregated and anonymised data, and any assets or data protected by Aiso's intellectual property rights or constituting Aiso's trade secrets are not exportable.

**Format.** Aiso provides exportable data in a structured, commonly used, and machine-readable format, being CSV or JSON. Aiso does not warrant that the format can be imported directly into any specific third-party system. Configuration, layout, and image data may be provided in a form specific to the Service.

**Retrieval period.** Exported data remains available for retrieval for thirty (30) calendar days from delivery.

**Charges.** Aiso does not impose switching charges or data egress charges for the switching process, and does not impose early termination penalties. Standard subscription fees continue to apply for any period during which the Customer uses the Service, including the transitional period, and prepaid fees for the remaining part of a paid period are not refunded, except where the Customer terminates for cause or Aiso discontinues the Service. Work that goes beyond the actions required by Regulation (EU) 2023/2854, including custom export formats, transformation or mapping of data to another provider's system, migration performed on the Customer's behalf, repeated exports, and support provided to the Customer's new provider, is charged at Aiso's then-current hourly rate.

**Effect of termination.** On termination the Customer's right to use the Service ends. Customer Data is deleted after the retention period set out in Section 4 of the Privacy Policy, except where retention is required by law and except during a transitional period or retrieval period under the switching provisions above.

## 17. Modifications to the Service

Aiso may add, remove, and modify features of the Service at any time.

If Aiso materially reduces the core functionality of the Customer's subscription plan, Aiso notifies the Customer by email or in-product notice at least fifteen (15) days before the change takes effect. If the Customer does not accept the change, it may cancel its subscription before it takes effect. Where the Customer has prepaid for a subscription period of more than one month and cancels for this reason, Aiso refunds the pro-rata portion of prepaid fees for the period after cancellation.

Features made available as beta, preview, trial, or experimental may be changed or withdrawn at any time without notice, and are provided without any warranty.

Aiso is not obliged to maintain any integration with a third-party service, and may withdraw an integration if the third party changes or discontinues its service or terms.

## 18. Force majeure

Neither party is liable for failure or delay in performance caused by an event beyond its reasonable control, including natural disasters, fire, war, terrorism, civil unrest, epidemics, strikes, labour disputes and lockouts, failures of electricity or telecommunications networks, internet outages, failure or unavailability of hosting, payment, or email infrastructure providers, cyber attacks and cyber operations attributable to a state actor, changes in law, and acts of governmental authorities.

If such an event prevents performance for more than sixty (60) days, either party may terminate these Terms by written notice without liability. In that case Aiso refunds the pro-rata portion of prepaid subscription fees for the period after termination.

This Section does not excuse the Customer's obligation to pay fees for the Service that has been provided.

## 19. Notices

Notices to Aiso must be sent to [info@timentable.fi](mailto:info@timentable.fi). Notices to the Customer will be sent to the email address registered with its account.

## 20. Governing law and jurisdiction

These Terms are governed by the laws of Finland, without regard to conflict of law principles. Any dispute arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the District Court of Pirkanmaa, Tampere, Finland.

## 21. General

- **Entire agreement:** These Terms, together with the Refund Policy, the Privacy Policy, and the DPA, constitute the entire agreement between the parties regarding the Service, and supersede any prior statement, proposal, demonstration, roadmap, or marketing material. The Customer confirms that it has not relied on any statement or representation not set out in these documents.
- **Order of precedence:** In the event of conflict, the following order applies: (1) the DPA, in matters relating to the processing of personal data; (2) these Terms; (3) the Refund Policy; (4) the Privacy Policy. Paddle's Buyer Terms govern matters within Paddle's role as Merchant of Record.
- **No other terms:** These Terms apply to the exclusion of any purchase order, order confirmation, supplier terms, procurement terms, or other document issued by the Customer, whether or not Aiso has acknowledged it, unless Aiso has expressly agreed otherwise in a document signed by Aiso.

- **Subcontractors:** Aiso may use subcontractors in providing the Service and remains responsible for their performance under these Terms, subject to Section 14. Sub-processors of personal data are governed by the DPA.
- **References:** Aiso may identify the Customer as a user of the Service by name and logo on its website, in customer lists, and in marketing materials. Aiso shall stop doing so within a reasonable time of a written request from the Customer to [info@timentable.fi](mailto:info@timentable.fi).
- **Survival:** Sections 9, 10, 11, 12, 14, 15, 16, 20, and this Section survive termination, together with any other provision that by its nature is intended to survive.
- **Sanctions and export control:** Each party shall comply with applicable sanctions and export control laws. Aiso may suspend or terminate the Service where necessary to comply with them.
- **Language:** These documents are drafted in English. Where Aiso provides a translation, the English version prevails in the event of any discrepancy.
- **Severability:** If any provision is held unenforceable, the remaining provisions remain in effect.
- **No waiver:** Failure to enforce any right is not a waiver of that right.
- **Assignment:** The Customer may not assign these Terms without Aiso's written consent. Aiso may assign these Terms to an affiliate or in connection with a merger, acquisition, or sale of assets.
- **No third-party beneficiaries:** Except for Paddle in matters relating to its role as Merchant of Record, these Terms do not create any third-party beneficiary rights.

## 22. Contact

Aiso Oy Business ID: 2960709-2 VAT: FI29607092 Insinöörinkatu 30, 2nd floor, 33720 Tampere, Finland Email: [info@timentable.fi](mailto:info@timentable.fi)