Terms of Use

fam. Technologies · Effective date: 8 October 2026

---

1. Introduction and acceptance

These Terms of Use ("Terms") govern your access to and use of the fam. facilities management platform ("Service") provided by fam. Technologies, registered in the Netherlands under KVK number 77432525, with registered address at Biltstraat 335b, 3572AS Utrecht, Utrecht, Netherlands ("we", "us", "our").

By creating an account, purchasing a subscription, or using the Service in any way, you agree to be bound by these Terms. If you are acting on behalf of an organization, you confirm that you have authority to bind that organization and that your organization accepts these Terms.

If you do not agree to these Terms, you must not use the Service.

2. Definitions

- "Organization" means the legal entity that creates an account and whose administrators manage access to the Service.
- "Administrator (Admin)" means an individual granted the admin flag on an Organization's account, with authority to manage settings, invite users, and administer the Organization's subscription. Each Admin seat is a paid seat billed to the Organization. An Organization must always retain at least one Administrator.
- "Operator" means a paid user seat with access to operational features of the Service (ticket management, asset tracking, planned work). An Organization may have zero or more Operators.
- "Requester" means a free user seat that may submit requests and interact with tickets in a limited capacity. Requesters are available only on an active Operations Plan and are not a billing line item. There is no cap on the number of Requesters.
- "Service Delivery Plan" means the no-cost access tier available to provider and service-delivery organizations, which includes one unbilled Administrator and any number of free Operators, but does not include Requester seats.
- "Operations Plan" means the paid subscription tier required for organizations running their own operations (tickets, assets, planned work), comprising one or more Administrator seats and optionally Operator seats and Requesters.
- "Content" means any data, text, files, comments, or other material submitted to the Service by an Organization or its Users.

3. Accounts and eligibility

You must be at least 18 years of age to use the Service. The Service is intended for business use only. By registering, you confirm that you are acting in a professional or commercial capacity.

When creating an account you must provide accurate and complete information including your first name, last name, email address, and company name. You are responsible for keeping your account credentials confidential and for all activity that occurs under your account.

All users — Administrators, Operators, and Requesters — are added to the Service by an Organization Administrator via an invitation. There is no open self-registration. Each user is bound by these Terms. When inviting a Requester, the Administrator must assign a home location as part of the invitation.

4. Service Delivery Plan (free tier)

Organizations operating as providers or service-delivery organizations may use the Service at no charge under the Service Delivery Plan. This tier includes one Administrator seat and any number of Operator seats, all unbilled. Requester seats are not available on the Service Delivery Plan.

The features available under the Service Delivery Plan are as specified on our website and may be changed or discontinued at any time upon reasonable notice.

5. Operations plan and subscriptions

Organizations that require ticket management, asset tracking, or planned-work functionality must subscribe to the Operations Plan. The Operations Plan is billed per seat across two paid tiers:

- Administrator seats: €99 per seat per month (minimum 1).
- Operator seats: €30 per seat per month (minimum 0).
- Requester seats: free, unlimited, available only on an active Operations Plan.

The following terms apply to all Operations Plan subscriptions:

- Billing cadence is chosen once at checkout and applies to all seat types on the subscription: monthly (default) or annual (12 months billed upfront at a discounted rate). It is not possible to mix billing intervals across seat types within a single subscription.
- Annual subscriptions are billed in full at the start of each annual period. The annual price reflects a discount versus the monthly rate; no separate coupon or trial is offered.
- Seat counts may be increased at any time. Additional seats are charged immediately on a prorated basis for the remainder of the current billing period.
- Seat counts may be decreased. Reductions take effect at the start of the next billing period. No credit or refund is issued for the current period. Billing for any period reflects the highest seat

count active during that period (high-water mark).

- An Organization must always retain at least one Administrator seat. It is not possible to remove all Administrators while on an active Operations Plan.
- Administrator access may be granted to individuals who are members of another Organization (for example, a board-level or cross-company collaborator). Any Administrator seat granted on your Organization is billed to your Organization, regardless of where the individual's primary account is held.
- There is no time-limited free trial. Subscriptions begin immediately upon payment.
- All fees are exclusive of applicable taxes. You are responsible for any VAT, sales tax, or other applicable taxes on your purchase.
- Prices are denominated in EUR or USD as selected at checkout. Verify current prices on our website or in the checkout flow, as prices may be updated from time to time.

6. Payment and billing

Payments are processed by Stripe, Inc. on behalf of fam. Technologies. By subscribing, you authorize us to charge your payment method on a recurring basis for the applicable subscription fees. Stripe's own terms and privacy policy govern the processing of your payment information.

If a payment fails, we may suspend access to the Operations Plan features until payment is resolved. We will attempt to notify you at the email address on file.

7. Cancellation and refunds

You may cancel your subscription at any time through your account settings or by contacting us at support@fam.services.

Cancellation takes effect at the end of the current billing period, not immediately. You retain full access to the Operations Plan, including all seat types, until the end of that period:

- Monthly subscribers retain access until the end of the current monthly period (typically a few days to weeks, depending on when in the cycle you cancel).
- Annual subscribers retain access until the end of the prepaid annual period. No refund is issued for the remaining months of the prepaid year.

Before the current billing period lapses, you may reverse a pending cancellation with one click to resume your subscription without loss of data or configuration. Once the period has elapsed, reinstatement requires a fresh subscription.

Upon expiry of a cancelled Operations Plan, the Organization's account transitions to the Service Delivery Plan. Requester seats are converted to free Operator seats. All Administrators beyond one are demoted to free Operator seats. No data is deleted as a result of this transition.

We do not offer refunds except where required by applicable law. Seat reductions do not generate credits or refunds for the current billing period.

8. Acceptable use

You agree not to use the Service to:

- violate any applicable law or regulation;
- upload, transmit, or store content that is unlawful, harmful, defamatory, or infringes third-party intellectual property rights;
- attempt to gain unauthorized access to any part of the Service or another user's account;
- reverse-engineer, decompile, or attempt to extract source code from the Service;
- use the Service to develop a competing product;
- transmit malware, spam, or other malicious or disruptive content;
- use automated means to scrape or extract data from the Service without our written consent.

9. Content and data

You and your Organization retain ownership of all Content you submit to the Service. By submitting Content, you grant us a limited, non-exclusive licence to host, store, and process that Content solely to provide the Service.

Administrators have full control over User accounts within their Organization, including the ability to add, modify, and delete Users and their associated Content. We act as a data processor with respect to personal data contained in your Content; our Privacy Policy sets out how we handle such data.

You are responsible for ensuring that your use of the Service and the Content you submit comply with all applicable laws, including data protection laws.

10. Intellectual property

fam. Technologies retains all rights, title, and interest in and to the Service, including all software, design, trademarks, and documentation. These Terms do not transfer any intellectual property rights to you.

The name "fam.", associated logos, and product names are trademarks of fam. Technologies. You may not use them without our prior written permission.

Cover illustrations offered for hub pages include third-party artwork rendered through DiceBear (dicebear.com): "Croodles" by vijay verma, "Dylan" by Natalia Spivak and "Avatar Illustration System" by Micah Lanier, used under the Creative Commons Attribution 4.0 licence (CC BY 4.0); the

remaining styles are in the public domain (CC0) or free for commercial use. These works remain the property of their respective authors.

11. Availability and changes

We aim to provide a reliable Service but do not guarantee uninterrupted or error-free availability. We may perform scheduled or emergency maintenance that temporarily interrupts the Service and will endeavour to notify you in advance where practicable.

We reserve the right to modify, suspend, or discontinue any part of the Service at any time. We will provide reasonable notice of material changes. Continued use of the Service after such notice constitutes acceptance of the changes.

12. Limitation of liability

To the maximum extent permitted by applicable law, our total liability to you for any claims arising out of or in connection with these Terms or the Service shall not exceed the total fees paid by your Organization in the twelve months preceding the claim.

We shall not be liable for any indirect, incidental, special, consequential, or punitive damages, including loss of profits, data, goodwill, or business interruption, even if we have been advised of the possibility of such damages.

Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded by law.

13. Indemnification

You agree to indemnify and hold harmless fam. Technologies, its officers, directors, employees, and agents from any claims, liabilities, damages, or costs (including reasonable legal fees) arising from your use of the Service, your Content, or your violation of these Terms.

14. Governing law and disputes

These Terms are governed by the laws of the Netherlands. Any disputes arising out of or in connection with these Terms shall be submitted to the exclusive jurisdiction of the competent courts in Utrecht, the Netherlands.

If you are a consumer based in the EU, you may also be entitled to refer a dispute to an alternative dispute resolution body. The European Commission's Online Dispute Resolution platform is available at https://ec.europa.eu/consumers/odr.

If you are based in the United Kingdom, these Terms remain subject to Dutch law, but we acknowledge your right to bring proceedings in your local courts as may be required by applicable UK consumer law.

15. General

- These Terms constitute the entire agreement between you and fam. Technologies with respect to the Service and supersede all prior agreements.
- If any provision of these Terms is found unenforceable, the remaining provisions will continue in full force.
- Our failure to enforce any right or provision does not constitute a waiver.
- You may not assign your rights under these Terms without our prior written consent.
- These Terms are written in English, and only the English text is binding.
- We may update these Terms from time to time. We will notify you by email or via the Service. The date at the top of this document reflects the most recent version.

16. Contact

For questions about these Terms, contact us at support@fam.services or by post at Biltstraat 335b, 3572AS Utrecht, Utrecht, Netherlands.