

Terms of Service

Effective Date: July 20, 2026

Last Updated: July 20, 2026

Welcome to Bookagile. These Terms of Service (“Terms”) govern your access to and use of the Bookagile platform, website, and related services (collectively, the “Service”). By accessing or using Bookagile, you agree to be bound by these Terms. If you do not agree, please do not use the Service.

1. Description of Service

Bookagile is a software platform designed to facilitate service bookings, procedure tracking, client management, and staff assignments.

2. Eligibility and User Roles

Clients / Service Recipients: Individuals requesting or receiving services arranged via Bookagile.

Staff Members / Masters / Service Providers: Personnel or contractors providing services or executing procedures managed through Bookagile.

By using the Service, you represent that you are at least 18 years of age (or the legal age of majority in your jurisdiction) and have the full legal capacity to enter into binding agreements under applicable laws, including the laws of the United Arab Emirates (UAE).

Minors: Bookings for a minor may only be made by a parent or legal guardian, who accepts these Terms on the minor's behalf and remains responsible for the accuracy of any information submitted and for any consents required for the minor's procedure.

3. Account Registration & User Information

Accuracy of Information: You agree to provide accurate, current, and complete information during registration and form submission, including your full name, contact details, and any required verification details.

Account Security: You are responsible for maintaining the confidentiality of your credentials and for all activities that occur under your account or session.

System Identifiers: Internal system identifiers (such as user or application IDs) generated by Bookagile remain the exclusive property of Bookagile.

4. User Content, Digital Signatures, and Documents

Submitted Content: You retain ownership of any documents, photos, or procedure details uploaded to Bookagile (“User Content”). You grant Bookagile a limited, non-exclusive, worldwide license to host, process, and display User Content solely to provide and improve the Service.

Digital Signatures: By affixing a digital signature or completing electronic approvals within Bookagile, you acknowledge and agree that your electronic signature carries the same legal weight, validity, and enforceability as a handwritten signature under applicable laws, including UAE electronic transaction regulations.

Prohibited Content: You agree not to upload, store, or transmit any content that is unlawful, fraudulent, defamatory, infringing on intellectual property rights, or harmful to Bookagile or third parties.

5. Data Privacy and Cross-Border Hosting

Privacy Policy: Your use of Bookagile is also governed by our Privacy Policy, which explains how we collect, process, and protect your personal data in accordance with UAE Federal Decree-Law No. 45 of 2021 (PDPL) and,

where applicable due to cross-border hosting, the UK General Data Protection Regulation (UK GDPR) and EU General Data Protection Regulation (GDPR).

Data Hosting Location: You acknowledge and consent that user data and uploaded documents are hosted and stored on secure servers located in Europe-West2 (London), and you consent to this cross-border transfer and processing of your data.

Health and Procedure Data: Where procedure tracking involves health-related or other sensitive personal data, Bookagile processes such data only with your explicit consent and solely for the purposes of arranging, documenting, and delivering the requested service.

Data Retention: Bookagile retains personal data only for as long as necessary to provide the Service or as required by applicable law. You may request access to, correction of, or deletion of your personal data by contacting us using the details in Section 12, subject to any legal or regulatory retention requirements.

6. Intellectual Property Rights

All rights, title, and interest in and to the Bookagile platform—including software architecture, design, branding, algorithms, databases, and trademarks—are and will remain the exclusive property of Bookagile and its licensors. You are granted a limited, non-assignable, non-exclusive license to access and use the platform solely for its intended purpose.

7. Acceptable Use and Restrictions

You agree not to:

- Reverse engineer, decompile, or disassemble any portion of Bookagile.
- Use automated tools, scripts, or scrapers to access or extract data from the platform.
- Attempt to bypass security controls, gain unauthorized access, or disrupt the integrity and performance of the Service.
- Impersonate any individual, staff member, or entity.

8. Service Availability and Modifications

Availability: We strive to ensure high availability of Bookagile, but we do not guarantee uninterrupted or error-free operation. Scheduled maintenance, updates, or technical difficulties may cause temporary disruptions.

Modifications to the Service: Bookagile reserves the right to modify, update, or discontinue features of the Service at any time with or without notice.

Changes to these Terms: We may update these Terms from time to time. Material changes will be notified via the Service or by email, and continued use of the Service after such changes take effect constitutes acceptance of the revised Terms.

9. Payments, Bookings, and Cancellations

Fees: Fees for services booked through Bookagile are set by the relevant service provider and disclosed to you at the time of booking.

Cancellations and Refunds: Cancellation, rescheduling, and refund terms are set by the individual service provider and will be presented at the time of booking. Bookagile is not a party to the underlying service contract between you and the service provider unless expressly stated otherwise.

10. Limitation of Liability

To the maximum extent permitted by applicable UAE law:

- Bookagile shall not be liable for any indirect, incidental, consequential, special, or punitive damages arising out of or related to your use of (or inability to use) the Service.
- Bookagile is not responsible for errors, delays, or failures in performance resulting from circumstances beyond its reasonable control or third-party service provider failures.

11. Termination

We reserve the right to suspend or terminate your access to Bookagile at our sole discretion, without prior notice, if you breach these Terms or engage in conduct harmful to the platform, other users, or third parties.

12. Governing Law and Jurisdiction

These Terms are governed by and construed in accordance with the laws of the United Arab Emirates. Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the competent courts of the United Arab Emirates.

13. Contact Information

If you have any questions or concerns regarding these Terms of Service, please contact us:

Service Name: Bookagile

Email: support@bookagile.com

Phone: +971 58 534 0141