

General agreement for Internet Booking System

1. GENERAL

1.1 This general agreement regulates terms between customer and IT Kroonan AB (ITK) with the intentions of renting account on InternetBookingSystem.com and extra features.

1.2 Customer needs to be a valid organisation.

1.3 Function and services included in account are stated on the service homepage or invoice supplied to customer by email.

1.4 Customer is aware and approve that this contract is only a translated copy from the original valid Swedish contract.

1.5 ITK will give support for the service Swedish bank free holiday Monday to Friday 09:00 until 16:00. Time zone: GMT +1h.

2. CONTRACT VALIDITY

2.1 Contract agreement will start from creation of account.

2.2 Contract is valid for 12 month and will be extended automatically. The contract can be terminated after the first 12 month with a period of notice of 3 months.

2.3 Cancellation of account needs to be in writing to ITK by fax or letter. In letter of cancellation the customer needs to state clearly

- Service that will be terminated
- Customer number
- First and last name / Company name
- Password for service

2.4 ITK owns the right to terminate this agreement / cancel account if client breaks one or more contract rules.

3. PAYMENT

3.1 Fee for service / account fee will be invoiced with 20 days pay notice according to pricelist stated at our website.

3.2 Customer who do not pay invoice within 5 days after the pay notice date will be invoiced for delay fees and account will be closed. Delay fees will be delivered to clients email address.

3.3 According to 3.2 client needs to pay fees of delay and collection fees. Delay fees will be invoiced according to Swedish laws.

3.4 Customer needs to by notify ITK about any

issues in invoice that customer think is wrong within 7 days from date of invoice. After 7 days customer loses the right to complain on invoice.

3.5 Raise in prices for service that customer use will be notified customer by email and also published on our website least 1 month in advance. Lowering in prices will not be notified other than on invoice.

3.6 When raises in prices occur then client owns the right to cancel the account directly but not later than the day of the new price. Notice needs to be according to 2.3 in this contract.

3.7 ITK owns the right to raise the fee without notice if the raise is because of currency change, tax, vat or any circumstance that is out of ITKs control that affect the price of the service.

3.8 All payments needs to be regulated with credit card and/or Paypal every 12 months. First period of 12 months must be paid directly before activation of account.

4. REFUNDS

4.1 Refunds of account fees will not be issued unless it is because of serious interruptions of service that is made by ITK or changes in this agreement. Fees will only be refunded to cover the interruptions in service or the remains of the contract validity, the later on if the cancellation of account is based on changes in contract.

4.2 No refund will be made if interruptions last shorter time than 2 days / interruption.

4.3 Interruptions made by client internet connection will not be counted as refundable cause.

5. TRANSFER OF AGREEMENT

5.1 Customer owns the right to transfer this agreement to new customer but only if this is approved by ITK.

5.2 Transfer will not be in effect until transfer document has been signed by ITK and both current and new customer.

5.3 Transfer customer will not be responsible for the agreement after the transfer has been completed and payment is regulated.

6. ITKS RESPONSIBILITY

6.1 ITK are not held responsible for direct or

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indirect damages, injuries or loss of data or information if this is caused by but not limited by the following :

- *Late deliveries
- *Interruptions
- *Accident
- *Death
- *Explosions
- *War
- *Flood or natural disasters
- *Act of god
- *Worker strikes
- *Omitted by foreign or domestic government or equal
- * If outside personal or individual get unapproved or illegal access to ITKs hardware or software and change or delete information.

6.2 ITK owns the right to search customer files and information to look for flaws in system or service. ITK also owns the right to search information for search after illegal use according to 8.2 in this agreement. ITK owns the right to move and backup data & information for backups and move of servers. This will not be a refundable interruption.

6.3 ITKs will handle all customer data confidentially. This information can be transferred to domestic or foreign government if domestic or foreign court needs ITK to do so or orders ITK to do so.

7. CUSTOMER RESPONSIBILITY

7.1 Customer is responsible for all information in account.

7.2 Customer is aware that it is not permitted to get illegal access to web service or any data source connected to the ITK or their suppliers.

7.3 Customer is held responsible for every action made in the account connected to the service.

7.4 Customer is responsible to notify ITK of any malfunctions or problems connected to the service. Problems can be but not limited to : showing of sensitive information, malfunctions, wrongly entered prices etc.

8. POLICY

8.1 To minimize unserious or illegal use of

service ITK have the right to free trial according to the rules listed in this agreement.

8.2 Violation of the following will give ITK the right to terminate the service for the customer without refund for the remaining contract validity.

It is not permitted to:

- a. Spread illegal, unethical, racist information or equal information.
- b. Spread pornografic information, invite for sexual services or equal.
- c. Break or request, help or supply help to make illegal action according to swedish or customers domestic law or equal.
- d. Harass individuals, countries, goverments, organisations or equal.
- e. Conduct actions that will negativty conflict the service, technology behind service and Internet itself.
- f. Conduct actions to send out SPAM or equal.
- g. Undue or illegal usage of serversoftware or hardware.
- h. Conduct actions that will conflict negative against ITK or their customer, coworkers or equal.
- i. Intrude ITK server software or by ITK software intrude other servers or software not connected to the service.
- j. State wrongly or illegal information when ordering or in contact with ITK.

9. CHANGE OF AGREEMENT

9.1 ITK own the right to change this agreement without customer being contacted directly about this. Changes will be stated on the website connected to service.

10. DISPUTE

10.1 Dispute will first be tried to be resolved between customer and ITK. If dispute is not resolved after 3 months from first written contact. It will be resolved by Swedish court and only in "Kristianstad tingsrätt" in the town Kristianstad in Sweden.

"Kristianstad Tingsrätt" decision can not be appealed.