

ZEN.COM Flight+ Terms And Conditions

Version 1.0

Published on 20.10.2026

1. What these Terms cover

- 1.1 These Flight+ Terms and Conditions ("Terms") apply to the Flight+ benefit made available by UAB ZEN.COM ("ZEN.COM", "we", "us" or "our") through the ZEN.COM app.
- 1.2 Flight+ is available only to eligible individual customers using a personal ZEN.COM account. It is not available to business users or business accounts.
- 1.3 These Terms apply in addition to the Terms for Individual Users (LT) and any other ZEN.COM terms governing your use of ZEN.COM services ("General Terms"). The General Terms are available [here](#).
- 1.4 The General Terms and these Terms should be read together. If there is a conflict, these Terms prevail only to the extent necessary to apply the specific Flight+ service described here.
- 1.5 You contract with ZEN.COM for Flight+. ZEN.COM uses service providers to operate parts of Flight+. The roles of ZEN.COM and each service provider in relation to personal data processing are described in the ZEN.COM Privacy Policy and, where applicable, in the relevant service provider's privacy information. If you follow the claim link and begin a claim, the claim service provider will process your personal data for the claim under its own terms and privacy information and may act as an independent controller for that claim. The relationship concerning a flight-disruption claim becomes a direct relationship between you and the claim service provider after you follow the claim link and begin the claim process.
- 1.6 You pay no separate fee for Flight+. The applicable Flight+ services are included in the price of an eligible ZEN.COM plan. Any fee charged by the claim service provider in connection with a successful claim is governed by the claim service provider's terms and is separate from your ZEN.COM plan price.
- 1.7 You accept these Terms once, when you register your first Flight. That acceptance applies to every Flight you register later under these Terms, irrespective of whether you subsequently change your plan. You do not need to accept these Terms again each time a service is activated or when your plan changes.

2. Definitions

In these Terms:

“Account” means your personal ZEN.COM account.

“Flight” means a flight registered for you as the only passenger.

“Flight+” means the combined benefit consisting, depending on your plan, of Flight Live Assistant, Flight Delay Voucher and Flight Claim Assistant.

“Flight Live Assistant” means flight-change notifications and the related Flight screen in the ZEN.COM app.

“Flight Delay Voucher” means the airport lounge pass that may be issued when the qualifying delay is reached.

“Flight Claim Assistant” means the flight-disruption claim referral and claim process described in section 8.

“Flight+ reference” means the reference generated by ZEN.COM for a registered Flight.

“Flight screen” means the screen in the ZEN.COM app displaying a registered Flight and relevant Flight+ events.

“Monitoring provider” means the service provider used to monitor flight information and provide Flight Live Assistant and Flight Delay Voucher.

“Claim provider” means the service provider used to identify possible passenger compensation claims and provide Flight Claim Assistant.

“Lounge” means a participating airport lounge made available through the lounge network used for Flight Delay Voucher.

“Plan” means the ZEN, BETTER, BEST or GOOD plan associated with your Account.

3. Eligibility and plans

3.1 Flight+ is available only if:

- a. you are an individual retail customer;
- b. you use a personal ZEN.COM Account;
- c. your Account is with UAB ZEN.COM;
- d. you have a ZEN, BETTER or BEST Plan; and
- e. Flight+ is shown as available to you in the ZEN.COM app.

3.2 The Flight+ services included in each Plan are:

- a. ZEN Plan: Flight Live Assistant, Flight Delay Voucher and Flight Claim Assistant;
- b. BETTER Plan: Flight Claim Assistant only;
- c. BEST Plan: Flight Claim Assistant only;

- d. GOOD Plan: no Flight+ services and no ability to register a Flight.
- 3.3 Only you, as the Account holder, may be the passenger for a registered Flight. You may not:
 - a. register a Flight for another person;
 - b. register a Flight on behalf of another person; or
 - c. add another passenger to a Flight.
- 3.4 There is no standard limit on the number of Flights you may register. Each Flight must satisfy these Terms and the registration requirements shown in the ZEN.COM app.
- 3.5 ZEN.COM may restrict or refuse access to Flight+ where this is reasonably necessary because of fraud, misuse, abuse, circumvention, security, legal or regulatory requirements, or a breach of these Terms or the General Terms.

4. Registering a Flight

- 4.1 To register a Flight, you must enter:
 - a. the flight number; and
 - b. the departure date.
- 4.2 The departure date may be the calendar date on which the Flight is registered, the immediately preceding calendar date or a future calendar date. A departure date earlier than the immediately preceding calendar date will be rejected.
- 4.3 ZEN.COM will request the available details for the Flight. The details shown to you may include:
 - a. the airline;
 - b. the departure airport;
 - c. the arrival airport;
 - d. the scheduled departure time; and
 - e. the scheduled arrival time.
- 4.4 You must check and confirm the returned Flight details before the Flight is registered.
- 4.5 If the relevant service provider cannot find the Flight, the Flight will not be registered. You cannot enter the Flight details manually.
- 4.6 Once you confirm the Flight, ZEN.COM will generate a Flight+ reference and link it to your Account and the confirmed Flight.



- 4.7 A Flight is registered only after the confirmation step has been completed successfully. Entering a flight number and date without confirming the returned details does not register a Flight.
- 4.8 On your first Flight registration, you must accept these Terms and provide the consent requested in the registration flow. Processing that is necessary for ZEN.COM to provide Flight+ is based on the applicable lawful basis described in the ZEN.COM Privacy Policy. Where ZEN.COM relies on your consent for a particular processing purpose, that consent will be requested separately and may be withdrawn at any time. Later Flight registrations do not require you to accept these Terms again, unless applicable law or ZEN.COM requires a new acceptance.

5. Activating Flight+

- 5.1 ZEN.COM will request the services included in your Plan separately. A request for one service may succeed even if a request for another service fails.
- 5.2 If only some services are activated:
- a. the Flight remains registered;
 - b. the services that were activated will operate;
 - c. ZEN.COM will inform you that not all services were activated;
 - d. the Flight screen will show which services are running; and
 - e. ZEN.COM will retry the remaining activation in the background where technically and operationally possible.
- 5.3 The Monitoring provider may refuse to accept a Flight where the originally scheduled departure time has already passed, even if the Flight is delayed and the aircraft has not yet departed. In which case:
- a. Flight Live Assistant will not be activated;
 - b. Flight Delay Voucher will not be activated;
 - c. the Flight will operate with Flight Claim Assistant only; and
 - d. ZEN.COM will not retry the Flight with the Monitoring provider.
- 5.4 The Claim provider may accept and monitor a Flight after its scheduled departure time. A Flight registered with a departure date falling on the calendar day immediately preceding the date of registration will therefore usually operate with Flight Claim Assistant only.
- 5.5 Flight+ follows your current Plan. The services operating for a registered Flight may change automatically when your Plan changes, as described in section 9.

6. Flight Live Assistant

- 6.1 If Flight Live Assistant is included in your Plan and is successfully activated, ZEN.COM may send you a push notification and display an event on the Flight screen when information is received about:
- a. a delay;
 - b. a cancellation;
 - c. a departure-gate change; or
 - d. a terminal change.
- 6.2 ZEN.COM will display the information received from external flight-information sources. The information may be delayed, incomplete or inaccurate. You should continue to check the airline's and airport's current information before making travel decisions.
- 6.3 Each update received for your Flight will be displayed as a separate event. Earlier events will remain displayed as previously sent.
- 6.4 You will see only events relating to Flights registered for your Account.
- 6.5 Flight Live Assistant notifications are not provided for a Flight on which only Flight Claim Assistant is operating. For such a Flight, the claim email described in section 8 is the only Flight+ contact initiated by the service.

7. Flight Delay Voucher and lounge pass

- 7.1 If Flight Delay Voucher is included in your Plan and the qualifying delay is reached, a lounge pass will be issued automatically where the pass can be provided. You do not need to request the pass or take any other action.
- 7.2 The qualifying delay is three hours.
- 7.3 The qualifying delay is evaluated by the Monitoring provider using the threshold configured for Flight+. ZEN.COM does not independently calculate or verify that threshold.
- 7.4 ZEN.COM may change the qualifying threshold for future evaluations by agreement with the relevant service provider. Any such change will be subject to section 14 and will not affect a pass that has already been issued.
- 7.5 If a pass is issued, it will appear in the ZEN.COM app as a QR code. You must present the QR code at the participating Lounge.
- 7.6 The pass is valid for 24 hours from the time it is issued.
- 7.7 A pass that has been issued will not be withdrawn by ZEN.COM or by the Monitoring provider. It will expire automatically at the end of its 24-hour validity period.
- 7.8 The pass is issued for your own use only. You must not:
- a. give or sell the pass to another person;

- b. share the QR code for another person's use;
 - c. use a pass issued for another person;
 - d. exchange the pass for cash or credit; or
 - e. attempt to exchange the pass for another benefit.
- 7.9 The pass identifier is not technically tied to a person, Flight or airport. This technical feature does not make the pass transferable and does not permit anyone other than you to use it.
- 7.10 The pass is subject to the operating conditions of the relevant Lounge. Your pass may be unavailable or unusable if:
- a. there is no participating Lounge at the airport or in the relevant terminal;
 - b. the Lounge is at capacity and restricts access;
 - c. your departure falls outside the Lounge's operating hours;
 - d. the Lounge is in a terminal, concourse or airside zone that you cannot reach because of your departure terminal or transit status;
 - e. the pass is presented after the 24-hour validity period has expired; or
 - f. the pass is presented by someone other than you, or an attempt is made to exchange it for cash or credit.
- 7.11 A pass does not create a right to cash, credit or another benefit if:
- a. you do not use it;
 - b. you cannot reach or enter the Lounge;
 - c. the Lounge cannot accept the pass for one of the reasons listed in section 7.10; or
 - d. the pass expires before it is used.
- 7.12 A lounge pass that has already been issued remains valid and accessible in the ZEN.COM app for the remainder of its 24-hour validity period, including after you change Plan or remove the related Flight.

8. Flight Claim Assistant

- 8.1 The Claim provider monitors registered Flights independently to identify disruptions that may qualify for passenger compensation under applicable passenger-rights rules. Where the Claim provider acts as an independent controller, it will process the relevant personal data in accordance with its own privacy information.
- 8.2 ZEN.COM may send the Flight details needed for monitoring when you register the Flight.
- 8.3 If the Claim provider identifies a possible claim, it may request the following details from ZEN:

- a. your first name;
- b. your last name;
- c. your email address; and
- d. your communication language.

8.4 ZEN.COM will provide those identifying details only after the Claim provider has identified a possible claim and requested them. ZEN.COM will not provide those identifying details to the Claim provider earlier for the Flight Claim Assistant process.

8.5 The Claim provider may send you an email using a ZEN-branded email address and ZEN.COM branding. The email is sent by the Claim provider on ZEN.COM's behalf and may contain a link to begin the claim process.

8.6 The fact that the email uses ZEN.COM branding does not mean that ZEN.COM has assessed, accepted or decided your claim.

8.7 Once you follow the link and begin the claim process:

- a. your relationship concerning the claim is directly with the Claim provider;
- b. the Claim provider assesses whether a claim may be pursued;
- c. the Claim provider decides how to pursue the claim;
- d. the Claim provider deals with the airline;
- e. the Claim provider pays any amount it decides to pay directly to you; and
- f. ZEN.COM does not receive or hold the compensation.

8.8 ZEN.COM does not:

- a. decide whether you are entitled to compensation;
- b. decide the amount of compensation;
- c. control the claim;
- d. receive claim-status information; or
- e. report the status or outcome of a claim.

8.9 If a claim succeeds, the Claim provider may deduct its fee from the compensation before paying you. The Claim provider's fee, including how it is calculated, will be governed by the Claim provider's terms.

8.10 You are not required to use the Claim provider. You may pursue any rights you have directly against the airline or through another lawful route.

- 8.11 Nothing in these Terms limits your rights under applicable passenger-rights rules or prevents you from making a claim directly against the airline.
- 8.12 Flight+ does not promise that:
- a. a claim will be identified;
 - b. a claim will be accepted;
 - c. a claim will succeed;
 - d. compensation will be available; or
 - e. any particular amount will be paid.
- 8.13 A claim that you have already started with the Claim provider will continue under your direct relationship with the Claim provider, including if you subsequently change Plan, remove the related Flight or stop using Flight+.

9. Changes to your Plan

9.1 The services available for a Flight are determined by your current Plan.

9.2 If you move to a Plan that includes additional services:

- a. We will activate the additional services automatically for your existing Flights where this processing is covered by your existing Flight+ acceptance and the applicable privacy information;
- b. the activation will occur without asking you to confirm the activation again;
- c. you will not need to register the Flight again; and
- d. Flights that have already been completed will be skipped.

9.3 An upgrade will not retrospectively activate Flight Live Assistant or Flight Delay Voucher for a Flight whose originally scheduled departure time has already passed where the Monitoring provider does not accept such a Flight.

9.4 If you move from ZEN plan to BETTER or BEST plans:

- a. Flight Live Assistant will be switched off immediately;
- b. Flight Delay Voucher will be switched off immediately; and
- c. Flight Claim Assistant will continue because it is included in BETTER and BEST.

9.5 If you move to GOOD:

- a. all Flight+ services will be switched off immediately;
- b. any Flight Claim Assistant booking that has not resulted in a claim already started with the Claim provider will be cancelled; and

- c. no Flight+ service will continue for that Flight.

9.6 A claim that you have already started with the Claim provider will not be cancelled or taken back by ZEN.COM because of a Plan change.

9.7 A lounge pass that has already been issued remains valid and accessible in the ZEN.COM app for the remainder of its 24-hour validity period, regardless of a subsequent Plan change.

9.8 A Plan change does not require you to accept these Terms again. Your acceptance at the first Flight registration covers services activated later under an eligible Plan.

10. Removing a Flight

10.1 You may remove a Flight in the ZEN.COM app. Removing a Flight is the way to stop Flight+ for that Flight.

10.2 When you remove a Flight:

- a. the Flight will disappear from the ZEN.COM app immediately;
- b. We will not wait for confirmation from a service provider before stopping the service on ZEN.COM's side;
- c. We will stop displaying and sending further updates for that Flight;
- d. We will discard further updates received for that Flight; and
- e. We will refuse any later request from the Claim provider for your identifying details for that Flight.

10.3 ZEN.COM will then instruct the relevant service providers to cancel the services for the Flight.

10.4 ZEN.COM may retry the cancellation instructions until confirmation is received and will record the cancellation request and the responses received from the relevant service providers.

10.5 Removing a Flight does not cancel or take back a claim that you have already started with the Claim provider. That claim remains your relationship with the Claim provider and concerns money payable to you.

10.6 Removing a Flight stops Flight+ processing for that Flight as described in this section. It does not by itself withdraw any separate consent that you may have provided for other processing purposes or other Flights. You may withdraw that consent through the ZEN.COM email process described in section 13.

10.7 Removing a Flight does not withdraw a lounge pass that has already been issued. The pass remains valid until the end of its 24-hour validity period and remains available through the relevant pass display in the ZEN.COM app.

11. Price and taxes



- 11.1 You pay no separate fee for Flight+. The applicable services are included in the price of your eligible Plan.
- 11.2 The Claim provider's fee is separate from the Plan price. If applicable, it may be deducted from compensation in accordance with the Claim provider's terms.
- 11.3 You are responsible for checking and complying with any tax obligations that may apply to receiving or using a Flight+ benefit or to receiving an amount through the Flight Claim Assistant process. ZEN.COM is not responsible for your individual tax treatment, unless applicable law requires otherwise.

12. Acceptable use and misuse

- 12.1 You must provide accurate information when registering a Flight and use Flight+ only for your own Flight.
- 12.2 You must not:
 - a. register a Flight for another person;
 - b. attempt to register a passenger other than yourself;
 - c. manipulate, falsify or misuse Flight information;
 - d. share or sell a lounge-pass QR code;
 - e. use a lounge pass issued to another person;
 - f. exchange a lounge pass for cash or credit;
 - g. attempt to obtain multiple benefits from the same disruption through manipulation or misuse; or
 - h. interfere with the operation, security or integrity of Flight+.
- 12.3 If ZEN.COM reasonably suspects fraud, misuse, abuse, circumvention, manipulation or a breach of these Terms, ZEN.COM may refuse, suspend or stop the relevant service and may take any other action permitted by the General Terms and applicable law.
- 12.4 ZEN.COM may refuse, withhold, reverse or deduct a benefit where this is necessary because of fraud, misuse, a refund, chargeback, cancellation, obvious error or breach of these Terms, to the extent permitted by applicable law.
- 12.5 Nothing in this section limits mandatory rights or permits ZEN.COM to withdraw a lounge pass that has already been issued, except that the pass may be unusable in the circumstances described in section 7.10.

13. Data protection and consent

- 13.1 ZEN.COM processes personal data in accordance with the applicable ZEN.COM Privacy Policy, available here: <https://www.zen.com/privacy-policy/>

- 13.2 For Flight+, ZEN.COM may process information including:
- a. your Account and Plan;
 - b. your Flight number and departure date;
 - c. the airline, airports and scheduled Flight times;
 - d. the Flight+ reference;
 - e. service-activation and cancellation records;
 - f. Flight events and notifications;
 - g. information about a lounge pass issued to you; and
 - h. information needed to administer your Flight+ consent and requests.
- 13.3 The Monitoring provider receives the Flight+ reference, Flight details and the services requested for the Flight. It does not receive your name, email address, telephone number, postal address or identity-document data for this service.
- 13.4 The Monitoring provider stores the relevant service data in the European Union. Authorised personnel located in the United States may access the data for maintenance and troubleshooting. The applicable transfer safeguards and information about how to obtain further information about those safeguards are described in the Privacy Policy.
- 13.5 The Claim provider receives Flight details for Flight monitoring. If it identifies a possible claim and requests your details, ZEN.COM may then provide your first name, last name, email address and communication language. The Claim provider may use those details to send the claim email and run the claim process.
- 13.6 The lounge network used for Flight Delay Voucher does not receive ZEN.COM customer data from ZEN.COM or through the Monitoring provider.
- 13.7 The service providers used for Flight+ may change where necessary to provide, secure or maintain the service. ZEN.COM will update the applicable privacy information where a change affects the information that must be provided to you.
- 13.8 ZEN.COM may use limited information from your ZEN.COM card transactions, including merchant category codes and other transaction information to identify whether a possible flight purchase, to determine whether you may be eligible to register a Flight and to display an invitation in the ZEN.COM app. This processing does not automatically register a Flight or activate Flight+ services.
- 13.9 The invitation described in section 13.8 does not register a Flight automatically. You must enter and confirm the Flight details before a Flight is registered.
- 13.10 If the invitation is generated through automated processing, it is used to identify a possible invitation to register a Flight. It is not intended to make a decision that produces legal

effects or similarly significant effects concerning you. You may register a Flight without receiving or responding to such an invitation, where Flight+ is otherwise available to you.

- 13.11 Processing necessary for ZEN.COM to provide Flight+ is carried out on the lawful basis described in the ZEN.COM Privacy Policy. This includes processing necessary to register and monitor a Flight, provide the Flight+ services available under your Plan, administer service activation and deactivation, send Flight+ notifications and administer the Flight+ service.
- 13.12 Where ZEN.COM relies on your consent for a particular Flight+ processing purpose, that purpose will be presented separately and clearly in the registration flow. Your consent will not be combined with acceptance of these Terms..A change to your Plan does not by itself constitute a new consent. Where a new processing purpose or recipient requires a new consent under applicable law, ZEN.COM will request it separately.
- 13.13 You may withdraw the consent used for Flight+ at any time by sending an email to dpo@zen.com. Withdrawal does not affect the lawfulness of processing carried out before withdrawal.
- 13.14 Withdrawal may prevent ZEN.COM from registering new Flights or continuing Flight+ services that require the relevant processing.
- 13.15 Removing one Flight does not withdraw your consent for other Flights. Removing a Flight stops Flight+ processing for that Flight as described in section 10.
- 13.16 When you remove a Flight or withdraw your Flight+ consent, ZEN.COM will instruct the relevant service provider to stop the relevant processing, subject to any processing that must continue under applicable law or is necessary for the establishment, exercise or defence of legal claims. Where a service provider acts as an independent controller, ZEN.COM will communicate the applicable withdrawal/removal consequence and the service provider's role to you, and your rights against that provider may need to be exercised directly with that provider.
- 13.17 Stopping processing does not necessarily result in immediate erasure from every system.
- 13.18 For the Monitoring provider used at launch, ZEN.COM's deletion instruction terminates monitoring immediately. Erasure from active databases may take up to 30 days where technically necessary and subject to ZEN.COM's documented retention and deletion procedures, and backups may be overwritten through a 30-day backup rotation.
- 13.19 A confirmation that a deletion request has been accepted confirms receipt and acceptance of the request. It does not confirm that every copy of the relevant data has already been erased.
- 13.20 A Flight Claim Assistant that you have already started with the Claim provider may continue under your direct relationship with that provider, subject to the Claim provider's terms and applicable law.

14. Changes, suspension and termination



- 14.1 Unless a lawful immediate-change exception applies, ZEN.COM will notify you at least 30 calendar days before a change to these Terms takes effect where the change affects your rights, obligations, eligibility, service availability, benefit calculation, Plan-related service set or other material aspect of Flight+.
- 14.2 ZEN.COM may make a change immediately where permitted by applicable law and the General Terms, including where the change:
- a. is required by law, regulation or a regulator;
 - b. is necessary to respond to a technical incident, system-integrity risk or customer-harm risk;
 - c. adds a new service or functionality;
 - d. corrects an obvious mistake, calculation error, display error or incorrect product information;
 - e. does not reduce or limit your rights, increase your liability or create an adverse effect for you; or
 - f. is otherwise permitted to take effect without prior notice under the General Terms.
- 14.3 Any change will not affect a benefit validly granted before the change takes effect, unless ZEN.COM is entitled to refuse, withhold, reverse or deduct the benefit because of fraud, misuse, refund, chargeback, cancellation, error or breach of applicable terms. In particular:
- a. a lounge pass already issued remains subject to section 7;
 - b. a claim already started with the Claim provider remains subject to section 8; and
 - c. a Plan change initiated by you operates under section 9.
- 14.4 ZEN.COM may suspend or stop Flight+ immediately where reasonably necessary to protect customers, the security of ZEN.COM services, the integrity of the platform or compliance with law.
- 14.5 The suspension and termination provisions of the General Terms continue to apply. Ending or suspending Flight+ does not cancel a claim you have already started with the Claim provider.

15. Liability and disclaimers

- 15.1 Flight+ uses information and services supplied by airlines, airports, flight-information sources, Lounges and service providers. ZEN.COM cannot control all information, decisions, availability or actions of those third parties.
- 15.2 Flight information and notifications may not be immediate, complete or accurate. You remain responsible for checking the airline's and airport's current information and for meeting all travel requirements.
- 15.3 ZEN.COM does not promise that:

- a. every Flight will be found or registered;
 - b. every service will activate successfully;
 - c. every notification will be received or displayed without delay;
 - d. a Lounge will be available or accessible;
 - e. a Lounge will admit you;
 - f. a Claim provider will identify or pursue a claim; or
 - g. any compensation will be awarded or paid.
- 15.4 Flight+ is not insurance, a guarantee, compensation, reimbursement or a promise that you will recover any amount.
- 15.5 The liability provisions in the General Terms continue to apply.
- 15.6 Nothing in these Terms excludes or limits liability, rights or protections that cannot lawfully be excluded or limited.

16. Communications, support and complaints

- 16.1 ZEN.COM may communicate with you about Flight+ through the ZEN.COM app, push notification or the email address registered to your Account.
- 16.2 You are responsible for keeping your registered email address, telephone number and other contact details up to date.
- 16.3 If you have a question or complaint about:
- a. registering a Flight;
 - b. service activation;
 - c. Flight Live Assistant;
 - d. Flight Delay Voucher;
 - e. the Flight screen;
 - f. a lounge pass;
 - g. removing a Flight; or
 - h. ZEN.COM's processing of your Flight+ request,

you may contact ZEN.COM through the support and complaint channels described in section 8 of the General Terms, including in-app chat, email and post.

- 16.4 Complaints about ZEN.COM's Flight+ service are subject to the complaint-handling procedure, time limits and regulatory-escalation rights described in the General Terms.

- 16.5 If you have followed the claim link and started a claim, questions about the claim, its assessment, the Claim provider's fee, its progress or payment must be addressed to the Claim provider through the channels provided in the claim process.
- 16.6 Nothing in these Terms limits any mandatory complaint rights or regulatory-escalation rights you may have under applicable law or the General Terms.

17. Final provisions

- 17.1 The General Terms continue to apply to matters not specifically addressed in these Terms.
- 17.2 These Terms do not change the governing-law, jurisdiction or dispute-resolution provisions in the General Terms.
- 17.3 If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.
- 17.4 These Terms are written in English. Any translation is provided for convenience only. If there is a discrepancy between the English version and a translation, the English version prevails.