

# Liability Clause

Véla is a digital marketplace only. All services are provided by independent third-party providers who are not employees or agents of Véla. Véla does not supervise, control, or guarantee the services. Any claims, damages, or disputes arising from services must be resolved directly between the customer and the provider. To the maximum extent permitted by law, Véla disclaims all liability and responsibility arising from the services or interactions facilitated through the platform.

## Providers T&Cs

### Véla Platform

*Last updated: 22.02.26*

## 1. Provider Status

Providers are **independent, self-employed professionals**, not employees, partners, agents, or representatives of Véla.

Nothing in these Terms creates an employment, agency, or joint venture relationship.

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## 2. Eligibility & Compliance

Providers must:

- Be legally registered as self-employed or equivalent under applicable law
  - Hold required permits or licenses
  - Comply with all Norwegian laws and regulations
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## 3. Vetting & Platform Access

Véla may conduct identity checks, background checks, and qualification verification.

However:

- Vetting does **not** imply endorsement or liability
  - Providers remain **fully responsible** for their conduct and services
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## 4. Services & Pricing

- Providers set their own prices within platform limits.
  - Providers supply their **own equipment and materials**.
  - Providers are responsible for determining service suitability.
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## 5. Insurance

Véla does **not** provide insurance coverage.

Providers are **strongly encouraged** to obtain appropriate liability insurance.

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## 6. Provider Responsibilities

Providers agree to:

- Perform services professionally and lawfully
  - Act with due care
  - Respect customer property and privacy
  - Refrain from unsafe or prohibited conduct
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## 7. Liability & Indemnification (Key Clause)

Providers bear **full legal responsibility** for:

- Property damage
- Personal injury
- Loss or harm to pets or children
- Any legal claims arising from their services

Providers agree to **indemnify and hold harmless Véla**, including legal fees, arising from:

- Their actions or omissions
  - Breach of these Terms
  - Claims brought by customers or third parties
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## 8. Payments

- Véla collects payments on behalf of providers.
  - Véla deducts its platform fee.
  - Payouts are made according to Véla's payment schedule.
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## 9. Reviews

Providers acknowledge that:

- Customers may leave reviews
  - Véla does not guarantee removal of unfavorable reviews unless they violate platform rules
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## 10. Suspension & Termination

Véla may suspend or terminate provider accounts:

- Immediately
  - Without notice
  - At its sole discretion
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## 11. Governing Law

These Terms are governed by **Norwegian law**.

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# Customers T&Cs

**Véla Platform**

*Last updated: [DATE]*

## 1. About Véla

Véla (“**Véla**”, “**we**”, “**us**”, “**our**”) is a digital marketplace operated under Norwegian law that connects customers with independent third-party service providers offering home-related services such as babysitting, pet care, and home cleaning (the “**services**”).

Véla acts solely as an **intermediary platform** and is **not a provider of the services**.

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## 2. Eligibility

You must be at least **18 years old** and legally capable of entering into binding agreements under Norwegian law to use the platform.

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### 3. Role of Véla

- Véla facilitates the booking, communication, and payment process between customers and independent service providers.
  - Véla does **not** employ, supervise, control, or direct providers.
  - Providers operate as **independent, self-employed professionals**, not employees, agents, or representatives of Véla.
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### 4. Booking & Payments

- Prices are set by providers within platform-defined limits.
  - Payments are collected by Véla on behalf of providers.
  - Véla deducts a service fee and remits the remaining amount to the provider.
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### 5. Cancellations & Refunds

- Bookings may be cancelled up to **24 hours before** the scheduled start time.
  - Refunds are **not automatic** and are assessed **manually** by Véla at its sole discretion.
  - Véla reserves the right to deny refunds where cancellation policies are violated.
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### 6. Customer Responsibilities

You agree to:

- Provide **accurate and complete information** regarding your home, children, pets, and any relevant risks.
- Disclose **aggressive behavior**, health issues, or special needs of pets or children.
- Ensure a **safe working environment** for providers.

Failure to disclose material information may result in **account suspension or permanent ban**.

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## 7. Babysitting services

- Parents or legal guardians retain **full legal responsibility** for their children at all times.
  - Providers are not authorized to provide medical treatment or transportation unless explicitly agreed in writing between customer and provider.
  - Véla assumes **no responsibility** for childcare outcomes.
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## 8. Pet Care services

- Customers must disclose any history of aggression or illness.
  - Failure to disclose aggressive animals will result in immediate account termination.
  - Véla is not responsible for injury, loss, or death of animals.
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## 9. Reviews & Content

- Customers may leave reviews based on genuine experiences.
- Véla reserves the right to remove reviews that are false, defamatory, or abusive.

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## 10. Third-Party Providers & Liability (Key Clause)

services are provided exclusively by **independent third-party providers**. Véla does not guarantee the quality, safety, legality, or suitability of any Service.

To the **maximum extent permitted under Norwegian law**:

- Véla is **not liable** for any injury, loss, damage, or dispute arising from services.
- Any claims must be directed **solely against the provider**.
- Customers agree to **indemnify and hold harmless Véla** from claims arising from their use of the platform or interaction with providers.

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## 11. Limitation of Liability

Véla shall not be liable for:

- Property damage
- Personal injury
- Emotional distress
- Loss of income
- Indirect or consequential damages

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## 12. Account Suspension & Termination

Véla may suspend or terminate accounts:

- Without prior notice

- For breach of these Terms
  - To protect platform integrity or safety
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## 13. Governing Law

These Terms are governed by **Norwegian law**, and disputes shall be resolved in Norwegian courts unless mandatory law requires otherwise.