

This is the standing, generic version incorporated by reference into the website Terms of Service for self-serve customers (registered online, no negotiated contract). For a specific client with a signed bespoke agreement, use `subscription-agreement-e1.md` instead — that one governs if both exist for the same Club.

SportVio Standard Subscription & Services Terms

Last updated: 8 July 2026

These Standard Subscription & Services Terms ("Subscription Terms") apply automatically to any sports club ("Club") that subscribes to a paid SportVio plan without a separately signed agreement. By checking "I agree to the Terms of Service" during registration, or by completing checkout for a paid plan, the Club agrees to these Subscription Terms and to the accompanying [Data Processing Agreement](#), in addition to the general website [Terms of Service](#).

1. The Service

SportVio ("we", "us") provides the SportVio software platform for managing court bookings, memberships, academies, tournaments, rankings, and related payments for sports clubs.

2. Plan & Price

The Club's selected plan (Club, Multi-Sport, Elite, or a custom Network plan) and its price are as shown on sportvio.io/pricing.html at the time of signup, or as separately quoted for Network plans. Prices may change with at least 30 days' notice before the next billing period; continuing to use a paid plan after a price change takes effect means the Club accepts the new price.

3. Billing & Cancellation

Paid plans are billed automatically via Stripe at the start of each billing period (monthly or annual, as chosen). The Club may cancel at any time from within the app (Settings → Billing); cancellation takes effect at the end of the current billing period, with no refund of the unused portion already paid.

4. Free Trial

Where a free trial is offered, these Subscription Terms take effect from the point the Club starts a paid plan, not from account creation.

5. Support & Availability

We aim to keep the Service available and reliable but do not guarantee uninterrupted access. Support is provided by email (all plans) and, on Elite and Network plans, by phone, with a reasonable best-effort response time.

5a. Service Level

We target 99% uptime for the Service each calendar month, excluding scheduled maintenance (which we'll try to announce at least 24 hours ahead) and outages caused by our infrastructure providers, the internet generally, or events outside our reasonable control. If we fall short of 99% uptime in a given month on a paid plan, the Club can request a service credit for that month by emailing support@sportvio.io within 30 days: 10% of that month's fee for uptime between 95–99%, or 25% for uptime below 95%. This is the Club's sole remedy for availability issues, and doesn't apply during a free trial.

6. Data

Personal data of the Club's members, coaches, and staff processed through the Service is handled under the accompanying [Data Processing Agreement](#). The Club remains the data controller for that data at all times.

7. Intellectual Property

SportVio and its underlying software, source code, architecture, and branding remain our exclusive property. These Subscription Terms grant the Club a non-exclusive, non-transferable right to use the Service for its own club operations only.

The Club must not: (a) copy, decompile, reverse-engineer, or attempt to extract the source code or underlying logic of the Service; (b) build a derivative work or a competing product based, in whole or in part, on the Service or information obtained through it; © resell, sublicense, rent, or otherwise make the Service available to a third party as the Club's own product or service, for payment or otherwise; (d) use our name, trademarks, or design elements to promote an unauthorized product of its own. The Club will keep confidential any non-public information about the Service's inner workings, architecture, pricing, or business strategy that it learns in the course of using the Service, and will not use it to benefit a third party or a competing venture.

A breach of this section is a material breach for the purposes of Section 9, and the liability cap in Section 8 does not limit our right to recover damages, or to seek injunctive relief, for a breach of this section.

8. Liability

To the extent permitted by law, our total liability to the Club arising from these Subscription Terms is limited to the amount the Club paid us in the 12 months before the claim arose. We are not liable for indirect or consequential damages (e.g. lost profits). This cap does not apply to a breach of Section 7 (Intellectual Property).

8a. Indemnification

We will defend the Club against a third-party claim that the Service, as provided by us and used as intended, infringes that third party's intellectual property rights, and will cover damages finally awarded, provided the Club notifies us promptly and lets us control the defense. The Club will do the same for us against a third-party

claim arising from the Club's own data, its misuse of the Service, or its breach of these Subscription Terms. Neither party's indemnification obligation exceeds the liability cap in Section 8.

9. Termination for Cause

We may suspend or terminate a Club's subscription if payment fails and remains unresolved for more than 15 days after notice, or for a material breach of these terms (e.g. attempting to access another Club's data) not cured within 10 days of notice.

9a. Assignment

The Club may not assign or transfer these Subscription Terms without our prior written consent. We may assign these Subscription Terms without the Club's consent as part of a merger, acquisition, or sale of substantially all of our business, provided the new owner agrees to honor them.

9b. Notices

Legal notices to us should go to support@sportvio.io. Legal notices to the Club will be sent to the admin email on file. Notices are treated as received the next business day after sending.

9c. Publicity

With the Club's prior consent (email is fine), we may name the Club and use its logo as a customer reference on our website or in marketing materials. The Club can withdraw this consent at any time by emailing support@sportvio.io.

9d. Export control and sanctions

The Club confirms it is not located in, and is not ordinarily resident in, a country subject to comprehensive EU or UN sanctions, and is not on any applicable denied-party list, and will not use the Service in violation of applicable export control or sanctions laws.

10. Governing Law

These Subscription Terms are governed by Greek law, without prejudice to any mandatory consumer-protection rules of the Club's own country where applicable. Courts of Crete, Greece have jurisdiction, subject to the same reservation.

11. Upgrading to a Signed Agreement

A Club may request a separately negotiated, signed Subscription Agreement (e.g. for Network/multi-location plans) by contacting support@sportvio.io. Where such a signed agreement exists, it governs instead of these Standard Subscription Terms.

12. Sub-processors

See our [sub-processors list](#) for the current list of providers we use to run the Service.

13. Contact

Questions about these Subscription Terms: support@sportvio.io.