

Reistell – End User Licence Agreement (EULA) & Terms of Use

Last updated: [03 December 2025]

Welcome to **Reistell** (“Reistell”, “we”, “us”, “our”).

This End User Licence Agreement & Terms of Use (“**Terms**”) is a legal agreement between you You and **Reistell Travelgram International** governing your access to and use of:

- The Reistell website at <https://reistell.com> and any subdomain
- Any Reistell mobile or web applications
- Any content, features, and services we provide (together, the “**Service**”).

By browsing, creating an account, logging in, or using the Service in any way, **you agree to these Terms**.

If you do not agree, you must not access or use **Reistell**.

1. Eligibility & Account

1.1 Minimum age

You must be at least **13** years old to use **Reistell**. If local law requires a higher minimum age, that higher age applies.

1.2 Account information

You agree to provide accurate, current, and complete information when creating your account and to keep it updated.

1.3 Security & PIN

You are responsible for maintaining the confidentiality of your login details, including any email/password and any **PIN code** used for fast login.

You agree to:

- Keep your PIN and password secret
- Not share your account with others

- Notify us immediately at admin@reistell.com if you suspect unauthorised access.

1.4 One person, one account

Your account is personal to you. You must not sell, transfer, or assign your account to anyone else.

2. Licence to Use the Service

2.1 Limited licence

Subject to these Terms, we grant you a **non-exclusive, non-transferable, revocable** licence to access and use the Service for personal, non-commercial purposes.

2.2 Restrictions

You must **not**:

- Reverse-engineer, decompile, or attempt to extract the source code of the Service
- Bypass or interfere with security-related features
- Access or use the Service using automated tools (bots, scrapers) except as expressly permitted
- Use the Service for any unlawful, harmful, or abusive purpose
- Use another user's account without their permission.

We reserve the right to suspend or terminate your access if you violate these Terms.

3. User Content & Your Rights

3.1 What is User Content?

“User Content” means any content you share on **Reistell**, including:

- Stories, captions, narratives
- Photos, images, videos, audio
- Comments, likes, reactions, messages, travel identity profiles
- Any other data or material you upload or submit.

3.2 You keep ownership

You retain all **ownership rights** in your User Content. We do **not** claim ownership of your stories or images.

3.3 Licence you grant to us

By uploading or submitting User Content, you grant **Reistell** a **worldwide, non-exclusive, royalty-free, transferable and sub-licensable licence** to:

- Host, store, reproduce, modify (for technical purposes like compression or resizing), adapt, display, and publish your content
- Use your content to operate, improve, promote, and provide the Service (including within feeds, discovery pages, Travel Intel maps, Dream Deck, and other **Reistell** features).

This licence lasts for as long as your content is available on **Reistell**, and for a **reasonable period afterwards** to allow for technical backups, logs, and legal compliance.

3.4 Your responsibility for content

You are solely responsible for your User Content. You confirm that:

- You have all necessary rights and permissions to upload and share it
- Your content does not infringe anyone’s copyright, trademark, privacy, or other rights
- Your content complies with these Terms and with any community guidelines we publish.

3.5 Public vs. private content

Reistell may allow different visibility settings (for example, stories that are public vs. more limited visibility features). You are responsible for checking and choosing your desired visibility options. However, **no online system is 100% private**, and you should assume that anything you post could be seen or shared by others.

3.6 Removal of content

We may, at our discretion, remove or restrict access to any User Content that we believe:

- Violates these Terms, applicable law, or community guidelines
- Is abusive, hateful, harassing, or harmful
- Contains explicit or illegal material
- Poses safety risks to others.

You may also delete your own content, subject to any technical or legal limits. Copies may remain in backups for a limited period.

4. Prohibited Behaviour

While using **Reistell**, you must **not**:

- Harass, bully, threaten, or stalk other users
- Post or promote hate speech, discrimination, or violence based on race, ethnicity, religion, gender, sexual orientation, disability, or any other protected characteristic
- Post sexually explicit, abusive, or illegal content
- Encourage self-harm, dangerous acts, or criminal behaviour
- Upload viruses, malware, or any code that may harm the Service or users
- Use **Reistell** to advertise or spam without our prior written consent
- Impersonate another person or misrepresent your identity.

We may report serious violations to law enforcement where appropriate.

5. Travel & Safety Disclaimer

5.1 No professional advice

Reistell is a platform for **personal travel stories and experiences**. Content is created by users, not by professional advisors.

Nothing on **Reistell** is intended as:

- Professional travel, legal, medical, safety, or financial advice
- A guarantee that a destination, activity, or service is safe, reliable, or suitable for you.

5.2 Travel risks

Travel involves risk. Conditions can change quickly (safety, health, politics, weather, etc.). Before you travel or act based on content you see on **Reistell**, you should:

- Check official government travel advisories
- Consider local laws and customs
- Assess your own health, safety, and personal situation.

You are solely responsible for your own decisions and safety.

5.3 No liability for user content

We are **not responsible** for:

- The accuracy or completeness of any User Content
- Any loss, damage, injury, or incident that may occur before, during, or after any trip or activity inspired by **Reistell**.

6. Privacy

Our **Privacy Policy** explains how we collect, use, and protect your personal data.

By using **Reistell**, you also agree to our **Privacy Policy**, available at:
[link to your Privacy Policy, e.g., /privacy_policy.php]

7. Intellectual Property (**Reistell** Content)

7.1 Our IP

All content and materials made available by Reistell (excluding User Content), including but not limited to:

- Logos, brand names, trademarks (“**Reistell**”, “**Reistell** Travelgram”, etc.)
- Site/app design, layouts, visual elements
- Text, illustrations, icons, buttons, graphics
- Software, databases, code, and algorithms

are owned by us or our licensors and protected by copyright, trademark, and other laws.

7.2 No unauthorised use

You may not use our trademarks or branding without our prior written permission.

You may not copy, distribute, or create derivative works from our content except as allowed by these Terms or applicable law.

8. Third-Party Services & Links

Reistell may contain links to third-party websites, apps, or services (for example: external booking sites, maps, or social media).

We are **not responsible** for:

- Their content
- Their privacy practices
- Any consequences of using them.

If you choose to access those services, you do so at your own risk and under their terms and policies.

9. In-App Communications & Notifications

By creating an account, you agree that we may send you **service-related communications**, such as:

- Account alerts
- Security notices
- Changes to these Terms or our policies
- Information about core features.

You may be able to adjust notification preferences in your account settings, but some essential notifications may still be sent.

10. Suspension & Termination

10.1 Your right to stop using **Reistell**

You may stop using **Reistell** at any time. You may also request account deletion via [**contact method or in-app setting**].

10.2 Our right to suspend or terminate

We may suspend or terminate your access, or remove content, if:

- You violate these Terms or any applicable law
- We have reason to believe your actions risk harm to other users, **Reistell**, or third parties
- We are required to do so by law or by a court/authority.

We may also suspend or limit parts of the Service to perform maintenance or updates.

10.3 Effect of termination

On termination:

- Your licence to use the Service ends
- We may delete or retain your User Content in line with our data retention practices and legal obligations
- Sections of these Terms that by nature should survive (e.g., IP rights, disclaimers, limitations of liability) will continue to apply.

11. Disclaimers

To the maximum extent permitted by law:

- The Service is provided on an “**AS IS**” and “**AS AVAILABLE**” basis
- We do not guarantee that **Reistell** will always be uninterrupted, secure, or error-free
- We do not guarantee that any defects will be corrected immediately.

Your use of **Reistell** is at your own risk.

12. Limitation of Liability

To the maximum extent permitted by law, **Reistell** and its directors, officers, employees, partners, and agents are **not liable** for any:

- Indirect, incidental, special, or consequential damages
- Loss of profits, revenue, data, goodwill, or business opportunities
- Claims arising out of or related to your use of or inability to use the Service,

even if we have been advised of the possibility of such damages.

If we are found liable in any case, our total aggregate liability to you for all claims arising out of or relating to the Service will not exceed the greater of:

- The amount you have paid to use the Service in the last 12 months (if any), or
- [USD/EUR/local currency amount – e.g., USD 50], whichever is higher.

Some jurisdictions do not allow certain limitations, so parts of this clause may not apply to you.

13. Indemnity

You agree to indemnify and hold harmless **Reistell** and its affiliates, officers, employees, and agents from any claims, demands, losses, liabilities, and expenses (including reasonable legal fees) arising out of:

- Your use of the Service
- Your User Content
- Your violation of these Terms or any law
- Your infringement of any third-party rights.

14. Changes to the Service & Terms

14.1 Changes to the Service

We may update, modify, or discontinue features or parts of the Service at any time.

14.2 Changes to these Terms

We may revise these Terms from time to time. When we do, we will update the “Last updated” date and may provide notice via the Service or email.

If you continue using **Reistell** after changes take effect, you are deemed to have accepted the updated Terms.

If you do not agree, you must stop using the Service.

15. Governing Law & Dispute Resolution

15.1 Governing law

These Terms are governed by the laws of [Country/Region – e.g., Indonesia], without regard to conflict of law principles.

15.2 Dispute resolution

You and **Reistell** agree to first attempt to resolve any dispute informally by contacting us at [support email].

If we cannot resolve it within [30] days, then:

- [Option A: The dispute shall be submitted to the exclusive jurisdiction of the courts of [City, Country].]
 - [Option B: Arbitration clause if you use arbitration – consult a lawyer.]
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16. Miscellaneous

- **Entire Agreement:** These Terms (plus the Privacy Policy and any other referenced documents) form the entire agreement between you and **Reistell**.
 - **Severability:** If any part of these Terms is found invalid or unenforceable, the remaining parts remain in full force.
 - **No Waiver:** Our failure to enforce a right or provision is not a waiver of that right or provision.
 - **Assignment:** You may not assign these Terms. We may assign or transfer our rights and obligations under these Terms in connection with a merger, acquisition, or sale of assets.
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17. Contact Us

If you have questions about these Terms or Reistell, you can contact us at:

Form: RTG1003(b)Legal

[Your company name]

Email: [support@reistell.com or your chosen address]

Address: At The Sophie's Choice Sdn Bhd.
