

1820

WEBSITE AND RESERVATION TERMS OF SERVICE

Georgia (country) focused - international internet use included

Final-form draft for legal counsel review

Effective date: 6 July 2026

Version: Legal Review Draft v1.0

Operator	[LEGAL ENTITY NAME]
Brand	1820
Website	[WEBSITE DOMAIN]
Legal entity ID	[REGISTRATION/IDENTIFICATION NUMBER]
Registered address	[REGISTERED ADDRESS, GEORGIA]
Contact email	[LEGAL/CONTACT EMAIL]
Primary governing law	Laws of Georgia (country), subject to mandatory consumer rights

Publication note: This document is written as a strong operational draft, but it must be reviewed and localized by Georgian counsel before publication or customer use.

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Important drafting note: this Terms of Service document is intentionally broad. The payment/refund wording should be checked against the actual deposit product, payment processor, final cancellation windows, and any Georgian mandatory consumer rules that apply to dated restaurant services.

Website and Reservation Terms of Service

Effective date: 6 July 2026

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1. Parties, scope, and acceptance

1.1 Operator

These Website and Reservation Terms of Service ("Terms") are entered into between you and [LEGAL ENTITY NAME], a business organized or operating in Georgia (country), with legal entity identification number [REGISTRATION/IDENTIFICATION NUMBER], registered address at [REGISTERED ADDRESS, GEORGIA], operating the brand "1820" ("Company", "we", "us", or "our").

1.2 Website and services covered

These Terms apply to your access to and use of the website, online reservation tools, waitlist tools, cancellation tools, customer communications, booking administration, and related online services made available by us at or through the Website (collectively, the "Online Services"). They also govern online reservations for dining or hospitality services at our venue, except where a separate written agreement or mandatory law applies.

1.3 Acceptance

By accessing the Website, submitting a reservation request, joining a waitlist, paying a deposit, consenting to receive communications, or otherwise using the Online Services, you agree to these Terms. If you do not agree, do not use the Online Services.

1.4 Mandatory rights

Nothing in these Terms excludes, limits, or waives rights that cannot lawfully be excluded, limited, or waived under applicable law, including mandatory consumer protection rules applicable in Georgia (country) or in another jurisdiction where those mandatory rules apply to your use.

1.5 Translation and language

Unless we publish another controlling language version, the English version controls. If we provide a Georgian, Russian, or other language translation, it is provided for convenience only unless the translation expressly states that it is legally controlling.

2. Definitions

2.1 Booking

"Booking" means a confirmed reservation for a particular service date, arrival time, guest count, seating category, and customer profile. A Booking may require a deposit or payment if displayed at the time of booking.

2.2 Customer

"Customer", "you", or "your" means any person who accesses the Online Services, submits a reservation or waitlist request, communicates with us, or attends the venue as part of a booking.

2.3 Guest

"Guest" means any person included in a Booking or waitlist entry, whether or not that person personally submitted the Booking.

2.4 Seating category

"Seating category" means the general seating requested or allocated for a Booking, such as table seating or barstand seating. Seating category does not guarantee a specific seat, table number, view, or floor position unless we expressly confirm it in writing.

2.5 Service date

"Service date" means the calendar date for the dining or hospitality service covered by a Booking or waitlist entry.

2.6 Waitlist entry

"Waitlist entry" means a request to be considered for a Booking if capacity becomes available. A waitlist entry is not a confirmed Booking unless and until we confirm conversion to a Booking.

3. Service description

3.1 Nature of service

1820 provides a reservation-based dining or hospitality experience. Availability, opening days, menus, service style, seating layout, event format, and operating hours may change from time to time.

3.2 No table turns

Unless otherwise expressly stated for a particular event, each Booking is treated operationally as occupying the reserved capacity for the full evening service. This means the same seating capacity may not be re-sold or re-booked to another customer after you leave.

3.3 Capacity model

Our current standard capacity model is up to 24 total guests per service date, with up to 12 guests allocated to table seating and up to 12 guests allocated to barstand seating. These limits are operational limits and may be changed by us for private events, safety, staffing, legal, or venue reasons.

3.4 Availability not guaranteed

Information on the Website about dates, times, menus, seating, prices, or availability is not a binding offer until a Booking is accepted and confirmed by us.

4. Eligibility and authority

4.1 Legal capacity

You may use the Online Services only if you have legal capacity to enter into a binding agreement under applicable law. If you are using the Online Services on behalf of another person or organization, you represent that you are authorized to do so.

4.2 Age restrictions

You must be at least 18 years old, or the age of legal majority in your jurisdiction if higher, to make a Booking or payment through the Online Services. Alcohol will be served only in accordance with Georgian law and venue policy. We may require proof of age or identity.

4.3 Responsible booker

The person who submits a Booking is responsible for the accuracy of the Booking details, for sharing relevant venue rules with Guests, and for ensuring that Guests comply with these Terms and venue policies.

5. Reservations, capacity, seating, and waitlist

5.1 Reservation request

Submitting a reservation form is a request for a Booking. A Booking is confirmed only when we display or send confirmation, and when any required deposit or payment authorization is completed if applicable.

5.2 Required information

We may require your name, surname, email, phone number, service date, arrival time, guest count, seating preference, requests, payment details, consent preferences, and other information reasonably needed to process the Booking.

5.3 Capacity check

The Online Services may check capacity by service date rather than by arrival time. Because each Booking holds capacity for the full evening, a 19:00 Booking and a 21:00 Booking may compete for the same daily capacity.

5.4 Seating allocation

We will try to respect seating category requests, accessibility requests, and special occasion notes, but seating is assigned by us at our discretion. We do not guarantee a specific seat, table, bar position, or proximity unless expressly confirmed in writing.

5.5 Waitlist

If a requested date or seating category is unavailable, we may offer a waitlist. A waitlist entry does not guarantee service, seating, price, menu, or response time. We may contact waitlisted customers in an order we consider reasonable, including by party size, seating type, timing, customer response time, operational fit, or order of entry.

5.6 Conversion from waitlist

A waitlist entry becomes a Booking only when we expressly confirm it and any required deposit, payment, or customer confirmation is completed. We may set an expiration time for accepting a waitlist offer.

5.7 Duplicate or suspicious bookings

We may decline, cancel, combine, or contact you about duplicate, incomplete, fraudulent, automated, abusive, speculative, reseller, or unauthorized Bookings.

6. Booking information and customer responsibilities

6.1 Accuracy

You must provide accurate, current, and complete information. You must promptly notify us of changes to your contact details, guest count, timing, dietary requirements, accessibility needs, or other material Booking information.

6.2 Customer identity matching

We may use phone number, email address, name, booking history, and other booking details to identify existing customer profiles. Names alone may be insufficient to identify the same person. We may manually review possible duplicate profiles.

6.3 Contactability

You are responsible for monitoring the email address and phone number used for the Booking. If we cannot reach you about an urgent change, cancellation, payment issue, or waitlist offer, we may treat the Booking or waitlist entry in accordance with the applicable policy displayed at the time.

6.4 Special requests

Special requests are not guaranteed unless expressly confirmed by us. Requests may include quiet seating, accessibility needs, allergies, occasions, timing preferences, or other notes.

7. Deposits, payments, prices, taxes, and currency

7.1 Displayed price controls

Prices, deposits, minimum spends, service charges, taxes, gratuities, and cancellation charges are as displayed to you at the time of booking or payment, subject to correction of obvious errors and mandatory law.

7.2 Reservation deposit

The Online Services may require a reservation deposit, for example USD 150 or another amount displayed at checkout. The deposit may be applied toward your final bill, held as a reservation guarantee, or treated according to the payment and cancellation terms shown before payment.

7.3 Non-refundable or partially refundable deposits

A deposit is non-refundable, partially refundable, or refundable only to the extent clearly disclosed before payment and permitted by applicable law. If no deposit policy is displayed, the Company should not treat the deposit as non-refundable unless legally justified and clearly communicated to the customer in another durable form.

7.4 Payment authorization

By submitting payment details, you authorize us and our payment processor to charge the displayed amount, applicable taxes, permitted fees, and any agreed cancellation/no-show charge, subject to the payment terms presented at checkout and applicable law.

7.5 Currency and exchange

Payments may be displayed or charged in Georgian Lari (GEL), United States Dollars (USD), or another currency shown at checkout. Currency conversion, card issuer fees, exchange rates, and foreign transaction fees may be determined by your bank, card issuer, or payment provider and are not controlled by us.

7.6 Taxes and service charges

Taxes, service charges, and gratuities may be included or added as displayed. Any mandatory charge will be disclosed before payment where required by law.

7.7 Payment failures and chargebacks

If payment fails, is reversed, disputed, or subject to chargeback, we may contact you, suspend confirmation, cancel the Booking, or require another payment method, subject to applicable law and card network rules.

8. Changes, cancellations, no-shows, and refunds

8.1 Customer changes

You may request changes to date, time, guest count, seating category, or special requests. Changes are subject to availability, operational approval, price differences, deposit terms, and applicable law.

8.2 Customer cancellation

You may request cancellation through the cancellation method displayed in your confirmation email, through the Website if available, or by contacting us. For security, we may require a booking-specific cancellation link, token, confirmation email, phone verification, or other reasonable proof that the cancellation request is authorized.

8.3 Unauthorized cancellation protection

We will not knowingly cancel a Booking based only on a public name, surname, or unsupported message from a third party. We may refuse or delay a cancellation request until we can reasonably verify that the request comes from the person who made the Booking or from an authorized representative.

8.4 Cancellation window

Any cancellation deadline, refund amount, late cancellation fee, or no-show treatment will be disclosed at booking or in the confirmation. If cancellation terms conflict with mandatory law, mandatory law controls.

8.5 No-show

If you do not arrive within any grace period stated in the confirmation or communicated by us, we may treat the Booking as a no-show. A no-show may result in loss of deposit, no-show charge, or reduced future booking privileges only if disclosed and legally permitted.

8.6 Company cancellation

We may cancel or modify a Booking due to safety, weather, force majeure, venue closure, private event conflict, staffing issue, legal requirement, payment failure, suspected misuse, or other reasonable operational reason. Where required, we will provide an appropriate refund or alternative option.

8.7 Refund method and timing

Approved refunds will usually be returned to the original payment method. Refund timing may depend on payment processors and banks. We are not responsible for delays caused by third-party payment systems after we initiate a refund.

8.8 Mandatory withdrawal rights

If a mandatory legal right of withdrawal or refund applies to your online contract, nothing in these Terms limits that right. Because restaurant reservations for a specific date may have special legal treatment, the final cancellation/refund language must be confirmed by Georgian counsel before publication.

9. Arrival, conduct, venue rules, alcohol, and safety

9.1 Arrival time

Please arrive at or near the confirmed arrival time. Early or late arrival may affect seating, pacing, service, menu availability, or ability to serve the full experience.

9.2 Conduct

You and your Guests must behave respectfully toward staff, other customers, neighbors, artists, contractors, and property. We may refuse service, remove Guests, or cancel future access for harassment, violence, threats, intoxication, discrimination, property damage, illegal conduct, or materially disruptive behavior.

9.3 Alcohol and intoxication

We may refuse alcohol service or entry where required or permitted by law, including where a person appears intoxicated, underage, unable to provide identification, or likely to create a safety risk.

9.4 Outside food and drink

Outside food, drink, decorations, animals, equipment, photography gear, or other items may be restricted unless approved in advance. Service animals and accessibility accommodations will be handled in accordance with applicable law.

9.5 Damage and cleaning costs

You may be responsible for damage, extraordinary cleaning, missing items, or costs caused by you or your Guests, to the extent permitted by law.

9.6 Photography and privacy inside the venue

Personal photography may be limited to protect other customers, staff, artwork, confidential operations, and the atmosphere of the venue. Commercial photography, press, filming, livestreaming, or influencer production requires advance written permission.

10. Allergies, dietary requests, menu changes, and health matters

10.1 Allergy disclosure

You must tell us about serious allergies, intolerances, dietary restrictions, pregnancy-related restrictions, health conditions relevant to service, or religious restrictions when booking and again on arrival.

10.2 Cross-contact risk

We may try to accommodate dietary requests, but we cannot guarantee an allergen-free environment unless expressly confirmed. Kitchens may handle nuts, gluten, dairy, eggs, seafood, alcohol, and other allergens. Cross-contact may occur.

10.3 Menu and ingredient changes

Menus, ingredients, sourcing, portion sizes, pairings, and presentation may change due to seasonality, availability, supplier issues, safety, or creative decisions. Website descriptions and images are illustrative unless expressly stated as binding.

10.4 Medical advice

The Online Services, menus, staff communications, and dietary notes are not medical advice. You are responsible for deciding whether the service is safe for your health needs.

11. Electronic communications and online contracting

11.1 Electronic records

You agree that confirmations, notices, receipts, cancellation links, waitlist offers, policy updates, and other communications may be provided electronically by email, SMS, messaging app, Website notice, or other reasonable electronic means.

11.2 Electronic acceptance

Clicking a button, ticking a box, submitting a form, paying a deposit, or using an authenticated cancellation link may create a legally relevant electronic action. You agree not to dispute validity solely because the action occurred electronically.

11.3 Copies

You should save or print confirmation screens, receipts, policies, and emails for your records. We may retain electronic records in accordance with our retention practices and applicable law.

11.4 Service messages

Booking-related messages are transactional and may be sent even if you are not subscribed to marketing, where permitted by law.

12. Accounts, admin access, security, and misuse

12.1 Public user accounts

The Website may not require public customer accounts. If accounts are introduced later, additional terms may apply.

12.2 Admin systems

Any administrative dashboard, staff tool, booking database, or internal system is restricted to authorized personnel only. Unauthorized access, probing, scraping, credential sharing, bypassing access controls, or misuse is prohibited.

12.3 Security

You must not introduce malware, overload the Website, attempt to access non-public areas, interfere with APIs, bypass rate limits, automate abusive bookings, or attempt to extract customer data.

12.4 Reporting vulnerabilities

If you discover a security issue, you must report it responsibly to our contact email and avoid accessing, altering, deleting, or disclosing data.

13. Newsletter, marketing consent, and communications preferences

13.1 Optional newsletter

If we offer a newsletter checkbox, subscription is optional and should be unchecked by default unless lawful and expressly configured otherwise. Your ability to book should not depend on accepting marketing communications.

13.2 Consent

By ticking a newsletter or marketing consent box, you consent to receive marketing communications from us using the contact details provided, subject to applicable law. We may record consent status, consent source, date, and related technical details.

13.3 Withdrawal

You may withdraw marketing consent at any time using an unsubscribe link, by changing your preferences if available, or by contacting us. Withdrawal of marketing consent does not affect transactional booking communications.

13.4 No third-party sale

We should not sell customer contact details for third-party marketing unless a separate, explicit, lawful consent and privacy notice are implemented.

14. Personal data and privacy

14.1 Privacy notice

Our processing of personal data is governed by our Privacy Notice, which should be published separately and incorporated by reference. These Terms summarize operational processing but are not a full privacy notice.

14.2 Data we may process

We may process names, surnames, email addresses, phone numbers, booking history, seating preferences, requests, allergy and dietary notes voluntarily provided by you, waitlist status, cancellation history, payment metadata, communications, technical logs, device data, and consent preferences.

14.3 Purposes

We may process personal data to operate the Website, administer Bookings and waitlists, provide service, process deposits and payments, prevent fraud and misuse, manage customer history, comply with law, resolve disputes, and send marketing where consent or another lawful basis applies.

14.4 Sensitive information

Allergy, health, religious, or accessibility information may be sensitive. You should provide only information necessary for service. We should handle such information with heightened care and limit access to personnel who need it.

14.5 International transfers and processors

We may use service providers located outside Georgia, such as hosting, email, SMS, analytics, payment, or database providers. Where required, we should use appropriate contractual and legal safeguards for cross-border processing.

14.6 Retention

We will retain personal data for as long as reasonably needed for booking operations, legal compliance, accounting, fraud prevention, dispute resolution, customer history, and legitimate business purposes, unless a shorter or longer period is required by law.

14.7 Customer rights

Customers may have rights to access, correct, delete, restrict, object to, or otherwise control personal data under applicable data protection law. The final Privacy Notice should explain those rights, contact details, response times, and supervisory authority information.

15. Intellectual property and website content

15.1 Ownership

The Website, brand name, logos, visual identity, text, graphics, photographs, videos, menus, layouts, software, code, databases, and other content are owned by or licensed to [LEGAL ENTITY NAME], except where otherwise stated.

15.2 Limited use

You may access and use the Website for personal, non-commercial reservation and informational purposes. You may not copy, reproduce, modify, distribute, scrape, sell, reverse engineer, or exploit the Website or content except as permitted by law or with our written consent.

15.3 User content

If you send requests, reviews, messages, photos, feedback, suggestions, or other content, you grant us a non-exclusive, worldwide, royalty-free license to use it for operating, improving, documenting, and responding to the service, subject to privacy and applicable law.

15.4 Feedback

If you provide ideas or suggestions, we may use them without compensation unless we agree otherwise in writing.

16. Third-party providers and payment services

16.1 Third-party links

The Website may link to maps, payment providers, social media, delivery, review, messaging, analytics, or other third-party services. We do not control third-party services and are not responsible for their content, security, availability, or terms.

16.2 Payment processors

Payments may be handled by third-party payment processors. Your use of payment services may be governed by the payment provider terms, privacy notices, fraud controls, and card network rules.

16.3 No endorsement

Links, integrations, or references to third parties do not imply endorsement unless expressly stated.

17. Website availability, changes, and suspension

17.1 Availability

The Website and Online Services may be unavailable due to maintenance, deployment, internet issues, hosting issues, D1/database issues, power failures, security events, third-party outages, or force majeure.

17.2 Changes

We may change, suspend, replace, or discontinue Website features, menus, reservation tools, waitlist tools, admin systems, pricing displays, or policies at any time, subject to obligations for already confirmed Bookings and mandatory law.

17.3 Errors

We may correct typographical, pricing, availability, capacity, or technical errors. If an error materially affects your Booking, we will provide a reasonable remedy required by law, such as confirmation correction, alternative option, or refund where appropriate.

18. Disclaimers

18.1 As-is website

The Website and Online Services are provided on an "as is" and "as available" basis. To the maximum extent permitted by law, we disclaim warranties of uninterrupted availability, error-free operation, fitness for a particular purpose, and non-infringement.

18.2 Hospitality service variability

Dining and hospitality experiences are inherently variable. Taste, atmosphere, pacing, music, lighting, temperature, seating comfort, and subjective satisfaction cannot be guaranteed.

18.3 No guarantee of specific outcome

We do not guarantee a specific table, emotional experience, menu item, artistic result, influencer outcome, resale value, or special occasion result unless expressly agreed in writing.

18.4 Mandatory warranties

Nothing in these Terms excludes mandatory warranties, liability, or remedies that cannot be excluded under applicable law.

19. Limitation of liability

19.1 Excluded damages

To the maximum extent permitted by law, we will not be liable for indirect, incidental, special, consequential, punitive, or exemplary damages, lost profits, lost opportunity, loss of goodwill, data loss, travel costs, accommodation costs, emotional distress, or third-party charges arising from or related to the Online Services or a Booking.

19.2 Liability cap

To the maximum extent permitted by law, our aggregate liability arising from or related to a Booking or use of the Online Services will not exceed the amount you paid directly to us for the specific Booking giving rise to the claim, or GEL [AMOUNT] if no amount was paid, unless mandatory law requires a higher amount.

19.3 Non-excludable liability

Nothing in these Terms limits liability for death or personal injury caused by negligence where such limitation is prohibited, intentional misconduct, fraud, gross negligence where non-excludable, product safety obligations, consumer rights that cannot be waived, or any liability that cannot lawfully be excluded.

19.4 Customer responsibility

You are responsible for your travel, accommodation, timing, Guest coordination, health decisions, dietary disclosures, and compliance with these Terms.

20. Indemnity

20.1 Indemnity obligation

To the extent permitted by law, you agree to indemnify and hold harmless the Company, its directors, employees, contractors, service providers, and affiliates from claims, damages, liabilities, costs, and expenses arising from your misuse of the Online Services, breach of these Terms, unauthorized cancellation or booking activity, inaccurate information, unlawful conduct, damage caused by you or your Guests, or violation of third-party rights.

20.2 Consumer limits

This indemnity does not apply to the extent prohibited by mandatory consumer law or to losses caused by our own unlawful conduct.

21. Force majeure

21.1 Events beyond control

We are not responsible for failure or delay caused by events beyond our reasonable control, including severe weather, fire, flood, earthquake, epidemic, public health restriction, war, civil unrest, terrorism, labor disruption, utility failure, internet outage, payment network outage, supplier failure, government action, venue damage, or safety incident.

21.2 Remedies

If force majeure affects a confirmed Booking, we may offer rescheduling, credit, refund, cancellation, or another remedy required by law and appropriate to the circumstances.

22. International users

22.1 Service performed in Georgia

The venue service is performed in Georgia (country). International access to the Website does not mean we target every jurisdiction or agree to comply with every local licensing, consumer, tax, or hospitality regime outside Georgia, except where mandatory law applies.

22.2 Local restrictions

You are responsible for complying with laws applicable to you when accessing the Website from outside Georgia. We may restrict access from locations where operation would create legal, tax, sanctions, or security risk.

22.3 Sanctions and prohibited use

You may not use the Online Services if doing so would violate sanctions, export controls, anti-money-laundering rules, anti-fraud rules, or other applicable restrictions.

23. Governing law, complaints, and disputes

23.1 Governing law

These Terms and any Booking are governed by the laws of Georgia (country), without regard to conflict-of-law rules, except to the extent mandatory consumer protection rules of another jurisdiction apply and cannot be excluded.

23.2 Courts

Subject to mandatory consumer rights and any non-excludable jurisdiction, disputes arising from or related to these Terms, the Website, or a Booking will be submitted to the competent courts of Georgia. The Company may specify Tbilisi courts if appropriate after legal review.

23.3 Good-faith resolution

Before filing a claim, the parties should try to resolve disputes in good faith by contacting each other and providing a reasonable description of the issue, requested remedy, Booking details, and supporting documents.

23.4 Consumer authorities

Nothing in these Terms prevents a consumer from contacting a competent consumer protection authority or supervisory body where the consumer has a mandatory right to do so.

23.5 Injunctive relief

We may seek injunctive or equitable relief in any competent court to protect confidential information, intellectual property, security, customer data, or venue safety.

24. Changes to these Terms

24.1 Updates

We may update these Terms from time to time. The updated version will be posted on the Website with an effective date.

24.2 Existing bookings

For confirmed Bookings, the terms presented or linked at the time of booking generally apply to that Booking, unless a change is required by law, is more favorable to you, is operationally necessary for safety or legal compliance, or is otherwise accepted by you.

24.3 Continued use

Continued use of the Online Services after updated Terms become effective means you accept the updated Terms.

25. Notices and contact

25.1 Contact details

Legal and customer notices may be sent to: [LEGAL/CONTACT EMAIL]. Postal notices may be sent to: [REGISTERED ADDRESS, GEORGIA]. We may update contact details on the Website.

25.2 Notices to you

We may send notices to the email address, phone number, messaging account, or other contact details you provide, or by posting notice on the Website.

25.3 Required details

When contacting us about a Booking, include the Booking date, name used for the Booking, phone number, email address, and a concise description of the issue. Do not send full payment card numbers by email or message.

26. Miscellaneous legal terms

26.1 Entire agreement

These Terms, any displayed booking/payment/cancellation terms, the Privacy Notice, and any confirmation details form the agreement between you and us for the Online Services and Booking.

26.2 Severability

If any provision is found invalid or unenforceable, the remaining provisions remain in effect, and the invalid provision will be replaced or interpreted to achieve the closest lawful commercial result.

26.3 No waiver

Failure to enforce a provision is not a waiver of that provision or any other provision.

26.4 Assignment

You may not assign your rights or obligations without our prior written consent. We may assign or transfer our rights and obligations in connection with a merger, restructuring, sale, transfer of business, change of operator, or by operation of law, subject to applicable law.

26.5 Relationship

Nothing in these Terms creates a partnership, joint venture, employment, agency, franchise, or fiduciary relationship between you and us.

26.6 Headings

Headings are for convenience only and do not affect interpretation.

26.7 Survival

Sections concerning payments, cancellations, personal data, intellectual property, liability, indemnity, disputes, and miscellaneous terms survive termination or completion of a Booking to the extent relevant.