



# Terms and conditions

Valid from 1st of January 2019

## 1. Equinotes

Thank you for considering using Equinotes. We use a lot of time and energy to make the best possible solution for our users, in order for them to optimize the training of their horses.

Equinotes is a training calendar and planning tool for everybody who owns one or more horses. Equinotes also offers an overview of all the practical things regarding your horse, such as blacksmith, vet, paddock times, etc. Our professional solution also helps you with personnel administration.

Before you create an account, please read and accept both "Terms and conditions" and our privacy policy.

## 2. General

### 2.1 Information

Equinotes is owned by Cignet APS, CVR 33862393

Elmegårdsvej 31  
3300 Frederiksværk

Mail: [kontakt@equinotes.dk](mailto:kontakt@equinotes.dk)

### 2.2 About documents

These rules are in connection with our privacy policy which follows the GDPR-legislation. When you create an account, you confirm that you have read and understood both "Terms and conditions" and our privacy policy. At the same time, you guarantee that you accept and agree to follow these. The privacy policy and "terms and conditions" are always available at the bottom of the website.

### 2.3 Cookies

Our website uses cookies and by using our website, you accept our use of cookies.  
We use cookies to improve your experience.

You can read more about our cookies on this webpage: <http://www.allaboutcookies.org/>

## 3. Account

### 3.1 Entered information

You confirm that the information that you enter is correct.

In order for you to be able to use your account it has to be verified first. This is done by email, therefore the email address you enter has to be correct.

The email may end up in your spam filter instead of your inbox and we therefore recommend that you mark [kontakt@equinotes.dk](mailto:kontakt@equinotes.dk) as a validated e-mail, so future mails don't go in the spam folder.

## 4. Use of Equinotes

### 4.1 Correct use of Equinotes

Equinotes should be seen as a planning tool and generally a tool to help you get an overview of your horses and all activities around them.

You guarantee that you will use Equinotes as it is intended.



We cannot be held accountable for any misuse of Equinotes. It is a planning tool and should be used as such.

#### *4.2 Abuse of mistakes on the website*

You guarantee that if you should find any loop holes, mistakes on the website that you can take advantage of or similar, you will report it to [kontakt@equinotes.dk](mailto:kontakt@equinotes.dk). It is not okay to take advantage of any mistakes in the website and most definitely not to your own advantage. We are working hard on making a tool that is as good as possible for our users, and then such a behavior is not acceptable and will lead to exclusion from the website.

### **5. Payment of subscription**

#### *5.1 Payment information*

Payment goes through an external provider, payments takes place by credit card. We will not save payment information on our server.

#### *5.2 Trial period*

There is always a three month free trial period for all of our packages without any commitment. You don't have to give any payment information before you decide whether or not you want to continue using Equinotes.

If you find that Equinotes is helping you and you want to continue, we recommend that you choose to pay one year in advance. By paying one year in advance you get up to two months for free. If you change your mind during the year, it is possible for you to get a refund after the rules from paragraph 5.4

#### *5.3 Prolongation of subscription*

Everytime you prolong your subscription it will be prolonged by a month or a year from the last day of your subscription.

That means; if your subscription expires the 20/01-2019 and you prolong it by one month on the 10/01-2019, it will expire on the 20/02-2019. If your subscription expires the 20/01-2019 and you prolong it by a year on the 14/01-2019, it will expire on the 20/01-2020.

This ensures that your subscription doesn't suddenly expire, while you don't have to worry about losing days that you have already paid for.

If you miss a payment, you cannot expect to get the same price as you had before. If you for example created your account at an introduction offer of 5 DKK/month (normal price 9 DKK/month) and forget a payment, you may risk having to pay the full price.

#### *5.4 Termination of subscription*

If you choose to cancel your subscription or delete your account, different rules apply depending on how many months you have left:

- If you cancel/delete your account during a month and your subscription expires less than 30 days after your cancellation, you don't get any money refunded.  
An example: your subscription expires the 20<sup>th</sup> of February 2019. You terminate your subscription the 30<sup>th</sup> of January 2019. You will not get any refund, but your account will be active until the 20<sup>th</sup> of February 2019.
- If you cancel/delete your account during a month and your subscription expires more than 30 days after your cancellation, you get your money back minus the payment for the current month.  
To get your money refunded please contact equinotes on [kontakt@equinotes.dk](mailto:kontakt@equinotes.dk)



An example: Your subscription expires the 20<sup>th</sup> of January 2020. You terminate your account the 10<sup>th</sup> of June 2019. You will get a refund for the period of 20<sup>th</sup> of June 2019 until 20<sup>th</sup> of January 2020. Your account will be active until the 20<sup>th</sup> of June 2019.

## **6. Changes**

### *6.1 Changes to the website*

At any time we are allowed to change design, functionality or anything else on the website. We may also remove parts of or complete function on the website.

At any time we may close down the website, with a month's notice to the users.

This may be done without warning and without anyone having any claim, apart from getting a refund of any prepaid payments.

### *6.2 Possible down time of Equinotes*

In order for our website to function at its best and give you the best opportunities for administrating your training, we do everything to improve the current functions and to add new ones. This might lead to some down time or problems, but we do everything possible to get the website up and running again.

### *6.3 Mistakes of the website*

If you encounter any problems or mistakes on the website, you are obligated to inform us on [kontakt@equinotes.dk](mailto:kontakt@equinotes.dk) as stated in paragraph 4.2

## **7. Ownership of Equinotes**

### *7.1 Copyright, copies etc.*

Equinotes is protected by copyright from 2018.

It is therefore not legal to directly copy ideas, functions or anything else from the website.

When creating an account at Equinotes you accept that you cannot copy or make anything directly like Equinotes' websites, ideas, functionalities, design or anything else.

## **8. Responsibility**

### *8.1 Hacking*

We cannot be held responsible for loss of data as a result of hacker attack or similar.

Equinotes has a lot of safety measurements installed, but it is impossible to be completely safe against hacker attacks.

Equinotes will have backups of data, but it cannot be guaranteed how old these backups are or if the data has been corrupted.

We aim at making backups at least once a day.

### *8.2 Damage*

Equinotes cannot be held responsible for any damages on horses, riders, equipment or anything else during the use of or in any connection with our services. It is the rider's own responsibility to handle horses in a responsible manner and use our services responsibly.

### *8.3 Compability*

Equinotes cannot guarantee that the website and all its functions work optimal and as it should on all platforms. For example, Internet Explorer might have some problems displaying the services.



Equinotes cannot guarantee that the website and all its functions work optimal and as it should on older versions of all platforms.

We recommend that you don't use Internet Explorer and that you make sure to have the newest version of your browser. We recommend that you use Google Chrome.

## **10. Communication**

### *10.1 E-mail*

We are using e-mail to communicate with you, so it is important that we have the correct email address.

We do not use the e-mail to send any advertisement and we only use it to verify account, to avoid fake accounts, to send you passwords in case you forget your old password and if any changes needs to be done to documents.

We might also in the future offer email service with notifications. These can be switched off at any time.

For your own sake, we recommend that you always keep your contact information updated. This is important so we can get in touch with you in case you forget your password or if we need to change some documents.

## **11. Changes to "Terms and Conditions"**

### *11.1 Changes to this document*

We may at any time choose to change "Terms and conditions". If this is the case, you will receive an e-mail about the changes. There will also be an information box when you log into Equinotes urging you to read the document and accept.

If you cannot accept "Terms and conditions" you will not be able to access your account.

You are always welcome to contact Equinotes in case you have any doubts regarding documents or anything else on [kontakt@equinotes.dk](mailto:kontakt@equinotes.dk)

### *11.2 How long are these "Terms and conditions" applying*

Terms and conditions are always applying and can only be cancelled by deleting your account.

If terms and conditions are violated, we have the right to delete your account without informing or warning you.

Some points of the terms and conditions are not cancelled even if you delete your account. This concerns your accept of not copying or making similar products to Equinotes as stated in paragraph 7.1