



Terms of Service

Tend Events Pty Ltd

ABN 52 695 259 557

Last Updated	22 February 2026
Version	1.0
Classification	Public

tend.events

1. Agreement to Terms

By accessing or using Tend ("Service"), you agree to be bound by these Terms of Service ("Terms"). If you are using the Service on behalf of an organisation, you represent that you have authority to bind that organisation to these Terms.

2. Description of Service

Tend is a software-as-a-service (SaaS) product that provides an Outlook add-in for event planners. The Service:

- Integrates with your EventsAir account to retrieve attendee information
- Uses artificial intelligence to generate draft email replies
- Operates within Microsoft Outlook

AI-Generated Content

Replies generated by Tend are drafts created using artificial intelligence. You are responsible for reviewing, editing, and approving all content before sending.

3. Account Registration

To use Tend, you must:

- Provide accurate and complete registration information
- Maintain the security of your account credentials
- Promptly notify us of any unauthorised access
- Be at least 18 years old

You are responsible for all activity under your account.

4. Subscription and Payment

Plans and Pricing

Tend is offered on a subscription basis. Current plans and pricing are available at tend.events. We reserve the right to modify pricing with 30 days' notice.

Billing

- Subscriptions are billed monthly in advance
- Payment is processed by Stripe
- You authorise us to charge your payment method on each billing date

Reply Bundles

Additional reply bundles are one-time purchases and do not expire while your subscription is active.

Free Trial

We offer a 7-day free trial. No payment is required to start a trial. If you do not subscribe before the trial ends, your access will be suspended.

5. Acceptable Use

You agree not to:

- Use the Service for any unlawful purpose
- Violate any applicable laws or regulations
- Infringe the rights of others
- Attempt to gain unauthorised access to our systems
- Interfere with or disrupt the Service
- Use the Service to send spam, harassment, or malicious content
- Misrepresent AI-generated content as human-written where disclosure is required
- Share account credentials or allow unauthorised users to access your account

We reserve the right to suspend or terminate accounts that violate these terms.

6. Data and Privacy

Your Data

You retain ownership of your data. By using the Service, you grant us a limited licence to process your data solely to provide the Service.

EventsAir Integration

You are responsible for ensuring you have appropriate rights and permissions to access attendee data through EventsAir. You represent that your use of Tend complies with your agreements with EventsAir and applicable privacy laws.

Privacy Policy

Our collection and use of information is governed by our Privacy Policy.

Data Processing

For customers requiring a Data Processing Agreement (DPA), please contact us at privacy@tend.events.

7. Intellectual Property

Our IP

Tend, including its software, design, and documentation, is owned by Tend Events and protected by intellectual property laws. These Terms do not grant you any rights to our intellectual property except the limited right to use the Service.

Your Content

You retain ownership of content you create or input. AI-generated drafts become your content once generated.

Feedback

If you provide feedback or suggestions, we may use them without obligation to you.

8. Third-Party Services

The Service integrates with third-party services including Microsoft, EventsAir, and Anthropic. Your use of these services is subject to their respective terms. We are not responsible for third-party services.

9. Service Availability

We aim to provide reliable service but do not guarantee uninterrupted availability. We may:

- Perform scheduled maintenance (with reasonable notice where possible)
- Experience unplanned outages
- Modify or discontinue features

We will provide reasonable notice before discontinuing the Service entirely.

10. Limitation of Liability

To the maximum extent permitted by law:

- The Service is provided "as is" without warranties of any kind
- We do not warrant that AI-generated content will be accurate, appropriate, or error-free
- We are not liable for any indirect, incidental, special, consequential, or punitive damages
- Our total liability is limited to the fees you paid in the 12 months preceding the claim

You acknowledge that:

- AI-generated replies are drafts requiring your review
- You are responsible for the accuracy and appropriateness of emails you send
- You are responsible for compliance with privacy laws in your jurisdiction

Australian Consumer Law

Nothing in these Terms excludes or limits consumer guarantees under the Australian Consumer Law that cannot be excluded or limited.

11. Indemnification

You agree to indemnify and hold us harmless from claims arising from:

- Your use of the Service
- Your violation of these Terms
- Your violation of any third-party rights
- Content you send using AI-generated drafts

12. Termination

By You

You may cancel your subscription at any time. Access continues until the end of your current billing period. We do not provide pro-rata refunds for partial months.

By Us

We may suspend or terminate your account if you:

- Violate these Terms
- Fail to pay fees when due
- Engage in conduct that harms us or other users

We may also terminate for convenience with 30 days' notice.

Effect of Termination

Upon termination:

- Your access to the Service ends
- We may delete your data after 30 days
- Provisions that should survive termination will survive (including limitation of liability, indemnification, and dispute resolution)

13. Dispute Resolution

Governing Law

These Terms are governed by the laws of Queensland, Australia.

Informal Resolution

Before initiating formal proceedings, you agree to contact us and attempt to resolve the dispute informally for at least 30 days.

Jurisdiction

Any disputes will be resolved in the courts of Queensland, Australia.

14. General Provisions

Entire Agreement

These Terms, together with our Privacy Policy, constitute the entire agreement between you and Tend Events.

Modifications

We may modify these Terms at any time. Material changes will be notified via email or through the Service. Continued use after changes constitutes acceptance.

Severability

If any provision is found unenforceable, the remaining provisions continue in effect.

Assignment

You may not assign these Terms. We may assign our rights and obligations without restriction.

No Waiver

Failure to enforce any provision does not waive our right to enforce it later.

15. Contact

For questions about these Terms:

Tend Events Pty Ltd

ABN 52 695 259 557

Email: privacy@tend.events

Web: tend.events