

SOZO Terms and Conditions

Effective Date: 4/29/2026

Welcome to SOZO. These Terms and Conditions govern your access to and use of the SOZO website, platform, services, communications, and related features. By accessing or using SOZO, creating an account, posting a profile, submitting a booking, accepting a booking, or otherwise using the platform, you agree to these Terms.

If you do not agree to these Terms, do not use SOZO.

1. About SOZO

SOZO is a platform designed to help creatives, venues, brands, event organizers, and customers discover each other, communicate, and coordinate creative opportunities. SOZO may include features such as profiles, listings, booking requests, messaging, payments, reviews, events, and related tools.

SOZO is not a party to any independent agreement between users unless SOZO expressly states otherwise in writing. Users are responsible for the terms, quality, safety, legality, and performance of their own services, events, spaces, and bookings.

2. Eligibility

You must be at least 18 years old to create an account or use SOZO for bookings, payments, contracts, listings, or professional services. By using SOZO, you represent that you are legally able to enter into binding agreements.

If you use SOZO on behalf of a business, venue, organization, or other entity, you represent that you have authority to bind that entity to these Terms.

3. User Accounts

To access certain features, you may need to create an account. You agree to provide accurate, current, and complete information and to keep your account information updated.

You are responsible for maintaining the confidentiality of your login credentials and for all activity that occurs under your account. Notify SOZO immediately if you believe your account has been accessed without authorization.

SOZO may suspend or terminate accounts that provide false information, violate these Terms, create risk for other users, or misuse the platform.

4. User Types

SOZO may serve different types of users, including:

- Creatives, artists, musicians, photographers, videographers, DJs, performers, designers, and other service providers.
- Venues, event spaces, studios, galleries, restaurants, bars, businesses, and organizations.
- Customers, fans, event organizers, brands, and individuals seeking creative services or spaces.

Each user is responsible for understanding and complying with any laws, licenses, permits, contracts, venue rules, labor requirements, tax obligations, safety standards, and insurance requirements that apply to their activities.

5. Profiles, Listings, and User Content

Users may be able to create profiles, upload images, post media, list services, describe venues, share links, add pricing, display availability, or submit other content.

You represent that you own or have permission to use any content you upload or share through SOZO. You agree not to upload content that violates intellectual property rights, privacy rights, publicity rights, or any law.

SOZO may remove or restrict content that it believes is inaccurate, misleading, unlawful, harmful, offensive, infringing, spam-like, or inconsistent with SOZO's mission or these Terms.

6. Bookings and Payments

SOZO may allow users to request, accept, manage, or pay for bookings. Booking details may include date, time, location, scope of work, deliverables, pricing, deposit, cancellation terms, and other requirements.

Unless SOZO states otherwise, each booking is an agreement between the users involved in that booking. SOZO is not responsible for a user's failure to appear, failure to perform, unsafe conduct, inaccurate listing, poor service quality, venue issue, event cancellation, equipment failure, or payment dispute between users.

If SOZO collects a service fee, platform fee, processing fee, or commission, the fee will be disclosed where reasonably practical before the transaction is completed.

Payments may be processed by third-party payment providers such as Stripe, PayPal, Venmo, or other payment partners. SOZO does not control all payment processing rules, holds, chargebacks, verification requirements, bank delays, or processor decisions.

Users are responsible for any taxes, reporting, permits, invoices, and legal obligations related to money earned or paid through SOZO.

7. Cancellations, Refunds, and Disputes

Cancellation and refund terms may vary by booking, creative, venue, event, or agreement. If specific cancellation terms are displayed or agreed to during booking, those terms apply unless prohibited by law.

If no specific cancellation or refund terms are stated, SOZO may attempt to help users communicate, but SOZO is not required to issue refunds, provide replacement services, or resolve private disputes between users.

SOZO may, at its discretion, investigate disputes, restrict accounts, withhold platform access, or take other action when it believes fraud, abuse, unsafe conduct, or policy violations may have occurred.

8. Off-Platform Activity

SOZO is built to make creative booking easier, safer, and more organized. Users agree not to misuse SOZO to avoid platform fees, misrepresent transactions, scrape leads, spam users, or move confirmed SOZO-originated transactions off-platform in a way that harms SOZO or other users.

SOZO may limit or suspend accounts that repeatedly use the platform to solicit users while avoiding agreed platform rules or fees.

9. Safety, Venues, and Events

Users are responsible for safety at events, venues, shoots, performances, meetings, and other in-person interactions. Venues and event organizers are responsible for ensuring that their locations are reasonably safe, lawful, and appropriate for the activity being hosted.

Creatives and service providers are responsible for performing services professionally and safely. Users should use good judgment before attending or hosting any in-person meeting, event, booking, or performance.

SOZO does not guarantee the safety, legality, quality, suitability, or availability of any user, venue, event, service, or opportunity listed on the platform.

10. Prohibited Conduct

You agree not to:

- Use SOZO for unlawful, fraudulent, abusive, or harmful purposes.

- Harass, threaten, discriminate against, exploit, or endanger another person.
- Post false, misleading, stolen, or infringing content.
- Impersonate another person, business, venue, or organization.
- Interfere with platform security, functionality, or user experience.
- Attempt to access another user's account or private information.
- Use bots, scraping, spam, or automated collection tools without permission.
- Circumvent fees, payment systems, booking rules, or platform restrictions.
- Upload malware, malicious code, or harmful files.
- Use SOZO to promote violence, exploitation, hate, illegal drugs, weapons, or illegal activity.

SOZO reserves the right to remove content, restrict features, suspend accounts, or terminate access for violations.

11. Intellectual Property

SOZO, including its name, logo, brand elements, design, platform, software, copy, features, and related materials, is owned by SOZO or its licensors and is protected by intellectual property laws.

Users may not copy, reproduce, modify, sell, distribute, reverse engineer, or create derivative works from SOZO's platform or brand assets without written permission.

Users retain ownership of the content they upload, subject to the license granted below.

12. License to User Content

By uploading or sharing content on SOZO, you grant SOZO a non-exclusive, worldwide, royalty-free license to host, store, display, reproduce, resize, format, distribute, and use that content as needed to operate, improve, market, and promote the platform.

This license allows SOZO to display your profile, listings, images, media, and related content to users and to promote the platform through reasonable marketing channels. SOZO will not claim ownership of your creative work.

13. Reviews and Ratings

SOZO may allow users to leave reviews, ratings, or feedback. Reviews must be honest, based on real experiences, and not used for harassment, extortion, retaliation, or false statements.

SOZO may remove reviews that it believes are fraudulent, abusive, irrelevant, unlawful, or inconsistent with these Terms.

14. Third-Party Links and Services

SOZO may include links, embeds, integrations, or services from third parties, including payment processors, social media platforms, email providers, analytics tools, maps, music platforms, video platforms, or calendar tools.

SOZO is not responsible for third-party services, policies, outages, content, fees, or actions. Your use of third-party services may be governed by their own terms and privacy policies.

15. No Guarantee of Results

SOZO does not guarantee that any user will receive bookings, earn income, find talent, fill a venue, sell tickets, gain followers, receive exposure, or achieve any business or creative outcome.

SOZO provides tools and access. Results depend on many factors outside SOZO's control.

16. Disclaimer of Warranties

SOZO is provided on an "as is" and "as available" basis. To the fullest extent permitted by law, SOZO disclaims all warranties, whether express, implied, or statutory, including warranties of merchantability, fitness for a particular purpose, non-infringement, availability, accuracy, and reliability.

SOZO does not guarantee that the platform will be uninterrupted, error-free, secure, or free of harmful components.

17. Limitation of Liability

To the fullest extent permitted by law, SOZO and its owners, officers, employees, contractors, partners, and affiliates will not be liable for indirect, incidental, special, consequential, exemplary, or punitive damages, including lost profits, lost opportunities, lost data, reputational harm, event losses, personal injury, property damage, or business interruption arising from or related to your use of SOZO.

To the fullest extent permitted by law, SOZO's total liability for any claim related to the platform will not exceed the greater of: (a) the amount you paid to SOZO in platform fees during the three months before the claim, or (b) \$100.

Some jurisdictions do not allow certain limitations of liability, so some of these limits may not apply to you.

18. Indemnification

You agree to defend, indemnify, and hold harmless SOZO and its owners, officers, employees, contractors, partners, and affiliates from claims, damages, losses, liabilities, costs, and expenses, including reasonable attorney fees, arising from or related to:

- Your use of SOZO.
- Your content, profile, listing, service, venue, event, or booking.
- Your violation of these Terms.
- Your violation of any law or third-party right.
- Any dispute between you and another user.

19. Suspension and Termination

SOZO may suspend, restrict, or terminate your access to the platform at any time if it believes you violated these Terms, created risk, misused the platform, or engaged in conduct that harms SOZO or other users.

You may stop using SOZO at any time. Certain provisions of these Terms will continue after termination, including provisions related to intellectual property, disclaimers, limitation of liability, indemnification, and disputes.

20. Changes to the Platform or Terms

SOZO may update the platform, add features, remove features, change fees, revise policies, or modify these Terms from time to time. If changes are material, SOZO may provide notice through the website, email, or other reasonable means.

Your continued use of SOZO after changes become effective means you accept the updated Terms.

21. Governing Law

These Terms are governed by the laws of the State of Wisconsin, without regard to conflict of law principles. Any dispute arising from or related to these Terms or SOZO will be

handled in the state or federal courts located in Wisconsin, unless another forum is required by law.

22. Contact

Questions about these Terms may be sent to:

SOZO

sozoapp.dev@gmail.com