

Terms and Condition for use of Oscar Senior platform

General

1. Introduction

Oscar Senior s.r.o. is a software company that develops easy to use applications for tablets and smartphones to connect clients with care providers, family and friends. The platform has been developed for B2B customers (like care organizations or system integrators), allowing them to remotely configure the Oscar Senior application on the device of the client, communicate with their clients and perform analytic functions. The platform has 2 components, the Oscar Senior app that is used by the client on a tablet and the web dashboard that is used by the staff of the care organization on a laptop or smartphone.

2. NDA

The customer agrees not to share any information to other parties about Oscar Senior product and services including pricing, functions, system set-up, Oscar Senior organization, etc. In addition, the customer will not use the name Oscar Senior or its logo for marketing or communication purposes without prior approval.

Free Trial

3. Trial purpose

Oscar Senior will allow potential customers to test our platform free of charge for 2 weeks, without restriction. The purpose of the trial is to test the capabilities of the platform. The customer will ensure that relevant tools (tablet, smartphones, laptop) and resources are available prior starting the trial. The customer will allocate adequate time to do the testing during the 2 weeks trial phase. It will not be possible to make changes to the system during the trial.

4. Duration of the trial

Customers can activate a trial on our website. The trial will be available to potential customers for 2 weeks and will start immediately after the project has been created.

When the trial period has ended, the invoice period will start. The customer can inform us by email (2 days before the end trial date), that the trial should stop. The trial will be stopped and all data of the project will be deleted.

License agreement

5. License fee

Oscar Senior makes it very easy to do business. There are no set-up fees or hidden extras.

Customers pay monthly per user (client, operator, manager) that has an account in the system.

There is always a minimum fee equivalent to 10 users. However, each client can have max 9 family members for free. If there are more family or friends connected than there will be an additional fee for each. At the beginning of each month an invoice will be issued to the customer for the service provided in the previous month. We handle a 7 days payment term. There are volume discounts and long term agreement discounts. For exact monthly fees please contact the sales department.

6. Support

The Oscar Senior team will be available to answer questions on the use of the system. There is also an extensive 'how to' section available online.

7. Custom development

It is possible to request modifications to accommodate the specific customer needs after the trial. We use a dedicated change proposal request form. We will evaluate the request and propose a contribution fee for the cost of development, deployment and maintenance. Any customized development will be owned by Oscar Senior. Oscar Senior is free to deploy these features to other projects.

When agreed 50% of the contribution fee is due before the start of the development and 50% after 7 days of the release of the modifications.

8. Language support

Oscar Senior is available in several languages. If the customer provides the translation, additional languages can be added. Translation of the app provided by the customer will be owned by Oscar Senior. Customers will not be compensated for the translation nor can it claim any rights.

9. Mobile Device Management (MDM)

Oscar Senior advises to use a Mobile Device Management (MDM) tool. Mobile device management is the administration of mobile devices, such as smartphones and tablets. There are many MDM providers, but Oscar Senior will suggest some vendors that work well with our system. Although we will help to set-up MDM, it is a 3rd party tool and therefore the customer needs to get familiar with MDM themselves.

10. Ending agreement

There is a 2 month notice to end the agreement. A written request needs to be sent. The agreement will stop 2 months after the end of the month in which the request is sent. The project and all data will be deleted.

Oscar Senior management can decide to stop the service if the customer is behind with payment (we handle a 7 days payment term) and not responding to our payment reminders. Oscar Senior will not be liable for damage and or claims as a result of stopping the service.