Hungry Vegan

Restaurant Terms of Business

Version of 16 November 2026

These are the terms for restaurants, cafés and other food businesses listed on Hungry Vegan. We've written them in plain language, because we think that a contract that can be easily read and understood by all parties. Each section starts with a short "In short" summary, followed by the detailed terms.

CONTENTS

1. About us and these terms
2. Words with special meanings
3. Joining Hungry Vegan
4. What we provide
5. Fees and payment
6. Honest vegan and vegetarian listings
7. Your listing and content
8. Table requests and bookings
9. Booking fees for late cancellations and no-shows
10. How booking fees are held and disputed
11. Reports, suspension and removal
12. Ending the agreement
13. Your content and our brand
14. Guests' information and data
15. Keeping things confidential
16. Our responsibility and yours
17. Things outside anyone's control
18. Changes to the service and these terms
19. Other legal points
20. Law, complaints and contact

Appendix 1 — Additional services and promotions

Additional Services Agreement (template)

1. About us and these terms

> **In short:** These terms are the agreement between Hungry Vegan and your business. They apply as soon as we approve your application, and they cover every location you list with us.

1.1 Hungry Vegan is run by Hungry Vegan Limited; a company registered in England and Wales (company number 17473102), whose registered office is at Flat 1, 28 Manor Road, Westcliff-on-Sea, SS0 7SS, United Kingdom ("**Hungry Vegan**", "**we**", "**us**", "**our**").

1.2 "**You**" and "**your**" means the business that applies to list one or more Locations on Hungry Vegan. If you are a company, LLP or partnership, that means the organisation, not the person who fills in the application.

1.3 These terms become a binding contract between us when we approve your application. You accept them by ticking the box when you apply, by signing them, or by using the Restaurant Dashboard after we have made them available to you. If you don't agree with them, please don't apply or use the Service.

1.4 The person who applies or signs for your business confirms that they are authorised to agree these terms on its behalf.

1.5 You are using the Service for business purposes and not as a consumer.

1.6 The full agreement between us is made up of: (a) these terms; (b) any Additional Services Agreement under Appendix 1; (c) the fees and settings shown when you apply or in your Restaurant Dashboard; and (d) our Terms of Use and Privacy Policy at hungry-vegan.com, as far as they apply to restaurants. If these documents conflict, these terms win, except that an Additional Services Agreement wins for the service it covers where it expressly says it overrides these terms.

1.7 Each section starts with a short summary in a shaded box marked "In short". The summaries are there to help you find your way and are not part of the contract. If a summary and a numbered clause ever seem to say different things, the numbered clause applies.

2. Words with special meanings

> **In short:** A few words have a fixed meaning in these terms. They are listed here so there is no confusion later.

"Additional Service" or **"Additional Services"** means any additional service agreed between us under Appendix 1.

"Additional Services Agreement" means the written agreement between us setting out the details of an Additional Service, substantially in the form set out in Appendix 1

"App" means the Hungry Vegan apps and the website at hungry-vegan.com, including the Restaurant Dashboard.

"Additional Services Agreement" means an additional service agreed under Appendix 1, such as a promotion or featured placement.

"Booking" means a Table Request that a Location has confirmed. Amendments to a Booking do not create a new Booking.

"Booking Fee" means a fee set by you for a Location, which you may ask us to collect from a Guest who fails to attend a Booking or cancels it within the application Cancellation Window in accordance with clauses 9 and 10.

"Cancellation Window" means the period immediately preceding the Booking time, ending when the Booking is due to start.

"Content" means everything you give us or show through the App, including your name, logo, descriptions, menus, dishes, ingredients, Dietary Labels, prices, photos, opening hours and booking terms.

"Dietary Label" means any label, designation or description on the App identifying a dish or separately listed version of a dish as is Vegan, Vegetarian, plant-based or similar or otherwise suitable for a particular dietary preference or requirement.

"First Year" means the first 12 months after we approve a Location.

"Guest" means a person who uses the App to find places to eat or to request a table, whether for themselves or on behalf o other diners.

"Hold Period" means the 7calendar days after you ask us to charge a Booking Fee, explained in clause 10.

"Location" means each separate physical premises with its own address from which you serve food, including each branch of a group. A market stall, food truck or regular pop-up counts as a separate Location unless we agree otherwise in writing.

"Payment Provider" Stripe Payments UK Ltd and any other payment provider we appoint.

"Report" means a complaint or flag about a Location, a dish or your Content that a Guest or anyone else sends us.

"Restaurant Dashboard" means the online account we give you to manage your listing, Table Requests and Bookings.

"Rules" means the listing rules in clauses 6 and 7 and other Terms.

"Service" means the listing, discovery, table request and Booking Fee service we provide through the App, described in clause 4.

"Stripe" means Stripe Payments UK Ltd and its group companies.

"Subscription Fee" means the applicable fee agreed or payable for each Location set out in clause 5.

"Table Request" means a request for a table that a Guest sends through the App.

"Vegan and Vegetarian" have the meanings in clauses 6.2 and 6.3.

Words like "including" and "for example" introduce examples and do not limit what comes before them.

"Writing" and **"written"** include email.

3. Joining Hungry Vegan

> **In short:** You apply online. We review every application and can say no. Each Location needs at least one dish that is genuinely vegan or vegetarian.

3.1 To join, you apply through our website with accurate details about your business and each Location, at least one Vegan or Vegetarian dish for each Location, and a payment card for our fees.

3.2 We review every application. We may accept or decline any application, or accept some Locations and not others, at our discretion. If we decline, we'll usually tell you why.

3.3 You must give us, and keep up to date, accurate information about your business, including your legal name, address and contact details, and anything we or Payment Provider reasonably ask for to confirm who you are.

3.4 You must be registered as a food business with your local authority and hold all the licences and permits you need to run each Location. You must tell us straight away if a Location closes, if your registration is suspended, or if you face enforcement action from a food safety or trading standards authority.

3.5 Your Restaurant Dashboard is only for you and staff you have authorised. Keep your log-in details private and tell us at once if you think someone else has access. You are responsible for everything done through your account, unless it was caused by our failure to take reasonable care.

4. What we provide

> **In short:** We list your Location, show your vegan and vegetarian dishes to people looking for them, pass on table requests and, if you want, let you take booking fees through the Payment Provider. We can't promise you a particular number of guests.

4.1 For each approved Location, we will:

(a) list it on the App with its name, address, opening hours, description, photos and other Content;

(b) show its Vegan and Vegetarian dishes to Guests searching by place, cuisine, dish or restaurant name;

(c) send you Table Requests through the Restaurant Dashboard, and by email or notification, for you to confirm or decline; and

(d) if you choose, let you ask Guests for a card to hold a table and charge Booking Fees under clauses 9 and 10.

4.2 We decide how the App looks and works, including how listings are ordered, filtered and featured. The main things that affect where a Location appears are: distance from the Guest or the place searched; how well the Location matches the Guest's search and filters; how complete and up to date the listing is; Guest feedback and Reports; and paid Additional Services, which will always be labelled as paid.

4.3 We don't charge commission on Table Requests; Bookings or the food and drink Guests buy from you. Our only charges are the Subscription Fee, our share of Booking Fees under clause 9.8, and any Additional Services you agree to.

4.4 We will run the Service with reasonable care and skill. However, we don't promise that the App will always be available or free from errors, or that you will receive any particular number of Table Requests, Bookings, Guests or income.

4.5 We may make changes to the App and the Service, as explained in clause 18.

5. Fees and payment

> **In short:** Each physical location costs £100 for its first year, then £100 a month after that. Fees are paid in advance by card and are not refundable, except where these terms say so.

5.1 **Per Location.** The Subscription Fee is charged separately for each Location. If you have three branches, you pay three Subscription Fees.

5.2 **Early Bird First Year Subscription.** The Subscription Fee for the First Year of each Location is **£100** (plus VAT if applicable). We charge it to your card when we approve the Location, and it covers the whole First Year.

5.3 **After the First Year.** From the end of the First Year, the Subscription Fee is **£100 per month** (plus VAT if applicable) for each Location. We charge it monthly in advance to the same card, on the same date each month, until the Location is removed or the agreement ends.

5.4 We'll email you at least 30 days before the First Year of a Location ends to remind you that monthly billing is about to start. If you don't want to continue, you can cancel under clause 12.1 before the monthly fee starts.

5.5 If we agree a different price with you (for example, for a group with several Locations or as part of a launch offer), it will only apply as set out in writing, and only for the period stated.

5.6 **Price changes.** We may change the Subscription Fee by giving you at least 30 days' written notice. The new fee applies from your next billing date after the notice period ends. If you don't want to pay the new fee, you can cancel before it starts.

5.7 **Paying.** Payments are taken through the Payment Provider. You authorise us to charge your card on file for all amounts due under these terms, including the Subscription Fee, Additional Services and any amounts you owe under clause 10. You must keep a valid card on file.

5.8 **No refunds.** Fees are non-refundable, including if you leave part-way through the First Year or a month, except where clause 11.7, 12.3 or 18.2 says otherwise, or where the law requires a refund.

5.9 **Late payment.** If a payment fails, we'll let you know and try again. If any amount is still unpaid 7 days after it was due, we may suspend your listing and Booking Fees until it is paid. If it is still unpaid 14 days after we have reminded you, we may end the agreement under clause 12.4. You will remain liable for the whole month and we may also charge interest and recovery costs under the Late Payment of Commercial Debts (Interest) Act 1998.

5.10 **VAT.** Our fees do not include VAT. If we are registered for VAT, we will add VAT at the rate that applies.

5.11 **Set-off.** We may deduct any amount you owe us from Booking Fees we are due to release to you.

6. Honest vegan and vegetarian listings

> **In short:** Hungry Vegan exists so that vegans and vegetarians can eat out with confidence, but it may contain full listing of non-vegan and non-vegetarian dishes so both vegans and non-vegans can have a full use of the platform. Dishes that are vegan or vegetarian, or can be made vegan or vegetarian will be listed separately (you must clearly mark which option applies). Be open about anything a guest would want to know, and never add a dish that isn't one. This is the most important part of these terms.

6.1 **Vegan and Vegetarian dishes.** You may separately list dishes that are Vegan or Vegetarian or can be made vegan or vegetarian. You must never add, describe, photograph or promote on the App a dish as vegan or vegetarian that contains meat, poultry, game, fish, shellfish or other seafood, or that is otherwise not Vegan or Vegetarian.

6.2 **What "Vegan" means.** A dish is Vegan only if it contains no ingredients of animal origin. That includes meat, fish, seafood, dairy, eggs and honey, and less obvious animal ingredients such as animal stock or fat, fish sauce, anchovies, gelatine, whey, casein, animal rennet, carmine (E120) and shellac (E904), whether used as an ingredient, flavouring, coating, processing aid or garnish.

6.3 **What "Vegetarian" means.** A dish is Vegetarian only if it contains no meat, poultry, game, fish, shellfish or other seafood, and nothing from a slaughtered animal, such as gelatine, animal rennet, animal stock or fat, or fish sauce. A Vegetarian dish may contain dairy, eggs and honey.

6.4 **Be honest and open.** You must:

(a) give every dish the correct Dietary Label, and never call a Vegetarian dish Vegan;

(b) not use words such as "plant-based", "vegan-friendly" or "vegan option" for a dish that is not Vegan;

(c) list the ingredients of each dish as fully as you reasonably can;

(d) if a dish is only Vegan or Vegetarian when made a certain way (for example, "without the cheese"), list that version as its own dish, and make it that way every time a Guest orders it; and

(e) clearly tell Guests, in the dish description or your listing, if Vegan or Vegetarian dishes are prepared with the same fryers, oil, grills or surfaces as meat or fish, or if you otherwise cannot rule out cross-contact.

6.5 **Keep it current.** Update the App before a change to a recipe, ingredient, supplier or menu takes effect or, if that isn't possible, within 24 hours. If you stop serving a dish, or can't be sure it is still Vegan or Vegetarian (for example, because a supplier has substituted an ingredient), hide or remove it until you can.

6.6 **Your team.** Make sure staff who serve Guests know which dishes are Vegan or Vegetarian and answer Guests' questions about them honestly.

6.7 **Allergens are separate.** Dietary Labels are not allergen information, and a Vegan dish is not necessarily free from any allergen. You must comply with all food information law that applies to you, including the Food Information Regulations 2014, the allergen rules for pre-packed food for direct sale ("Natasha's Law") and the equivalent rules in Scotland, Wales and Northern Ireland. You shall indemnify the Hungry Vegan Limited against losses, liabilities, claims, costs and expenses arising from inaccurate, incomplete or out-of-date allergen or ingredient information supplied by the restaurant.

6.8 **Showing us the evidence.** If we ask, you must send us ingredient lists, recipes or supplier details reasonably needed to check a Dietary Label within 3 working days. We will keep recipes confidential under clause 15.

6.9 **Our checks.** We don't independently check every dish, and we rely on you to get this right. But we may check at any time, for example by asking questions, reviewing photos or visiting as a customer. We may edit, relabel, hide or remove any dish or Content that we reasonably believe is inaccurate or breaks these Rules, without notice. Doing so doesn't make us responsible for the accuracy of your Content.

6.10 Breaking this clause 6 is a serious breach of these terms.

7. Your listing and content

In short: Everything you show on Hungry Vegan must be accurate, fair and legal. We can edit, hide or refuse content that isn't.

7.1 You are responsible for all your Content. It must be accurate, up to date, lawful and not misleading. In particular:

(a) prices must be the full price a Guest will pay, including VAT and any compulsory service or other charges;

(b) offers and discounts must be genuine and honoured; photographs must accurately represent your own dishes and premises and must not be misleading; also, photographs must not include any Guest or other individual who is identifiable unless that individual has given appropriate consent to the photograph being taken and used for the purposes of the platform. Content must not be offensive, discriminatory or defamatory, or infringe anyone else's rights.

7.2 You must not use the App to contact Guests for marketing, collect Guests' details for any purpose other than their visit, post fake feedback, or interfere with how the App works (including by scraping, automated access or attempts to get round our security).

7.3 We may edit your Content for length, format, style, spelling or consistency, and we may refuse, hide or remove any Content that we reasonably believe breaks these terms or the law, or could harm Guests or our reputation.

8. Table requests and bookings

In short: A table request is only a request until you confirm it. Answer requests quickly, honour the bookings you confirm, and if you ever have to cancel, do it in the app with a reason.

8.1 A Table Request isn't a Booking until you confirm it. Please respond to every Table Request (and every change a Guest asks for) promptly, and in any case within 24 hours or before the requested time, whichever is sooner.

8.2 You must honour every Booking you confirm. If you really have to cancel a Booking, do it through the App as early as possible, with a short reason. Cancelling Bookings repeatedly may lead to action under clause 11.

8.3 Your own reservation policies (such as table time limits or minimum spend) may apply to Guests, but only if they are shown to the Guest in the App before the Booking is confirmed and they are consistent with these terms.

8.4 The contract for food, drink and service is between you and the Guest. We are not a party to it and are not responsible for it.

9. Booking fees for late cancellations and no-shows

> **In short:** If you want, you can ask guests for a card to hold a table. You set a fair fee and a cancellation window within our limits, and guests see both before they book. Nothing is charged when a guest books. You can only ask us to charge a fee if a guest doesn't turn up or cancels late, and the fee must be reasonable.

9.1 **Optional.** Booking Fees are optional. To use them, you must set up a Stripe account or any other Payment Provider account through the App and accept the Stripe Connected Account Agreement (which includes the Stripe Services Agreement) or an equivalent with other Payment Provider. You allow us to share information about you and your transactions with the Payment Provider.

9.2 **Your settings.** For each Location you choose: (a) whether a card is needed to hold a table, and for which Bookings; (b) the Booking Fee, either per Booking or per person; and (c) the Cancellation Window. The App shows these to the Guest before they add a card and send a Table Request. Changes to your settings only apply to Bookings requested after the change.

9.3 **Keep it reasonable and accurate.**

Any Booking Fee and Cancellation Window applied to a Booking made through the Platform must be the same as the booking fee, deposit and cancellation window applied by the Restaurant to an equivalent booking made directly with you, including through your own website.

You must ensure that the Booking Fee and Cancellation Window displayed on the Platform at all times match those offered by you for the same booking through its own direct booking channels. The Restaurant must not impose any additional or different fee, charge, cancellation period or other booking condition solely because a Booking is made through the Platform.

If the Restaurant changes its Booking Fee, Cancellation Window or other relevant booking terms for direct bookings, it must promptly make the corresponding change on the Platform.

9.5 **When you may ask for a fee.** You may only ask us to charge a Booking Fee if:

(a) **No-show:** the Guest didn't arrive within 15 minutes of the Booking time and didn't tell you they were running late; or

(b) **Late cancellation:** the Guest cancelled a confirmed Booking inside your Cancellation Window, whether in the App, by phone or in person.

If fewer people arrive than were booked and your Booking Fee is per person, you may only charge for the missing people, and only if the Guest didn't reduce the party size before the Cancellation Window began.

9.6 **When you must never ask for a fee.** You must never ask for a Booking Fee:

(a) for a Table Request you didn't confirm, or a Booking you declined, cancelled or couldn't honour;

(b) if you turned the Guest away, or made them wait more than 20 minutes after the Booking time for their table;

(c) if the Guest cancelled before the Cancellation Window began;

(d) if you changed the Booking and the Guest didn't accept the change, or the Location was closed;

(e) for a Guest who arrived and was seated;

(f) for more than the Booking Fee shown to the Guest when they booked; or

(g) more than once for the same Booking.

9.7 **How to ask.** You ask for a Booking Fee through the Restaurant Dashboard within 48 hours after the Booking time, choosing the reason (no-show or late cancellation) and adding any notes. After that deadline the fee can't be charged. Keep any records that support the request (such as your booking notes and call logs) for at least 90 days.

9.8 **Our share.** We keep 6% of each Booking Fee charged, which also covers the Payment Provider's card processing costs. The rest is released to you as described in clause 10. If a Booking Fee is refunded in full, we won't keep our share, but you will bear any card processing or dispute costs that can't be recovered.

9.9 You are responsible for making sure your Booking Fees and how you use them comply with consumer protection law.

10. How booking fees are held and disputed

> **In short:** When you ask for a booking fee, we charge the guest's card and keep the money on hold for 7 days. The guest can dispute the charge during that week. If they do, we look at both sides and decide whether the fee was fair, and our decision is final. If nobody disputes it, we release the money to you.

The process, step by step

10.1 **Step 1: You ask.** You ask for a Booking Fee under clause 9.7.

10.2 **Step 2: We charge and tell the Guest.** We charge the Guest's card through a Payment Provider and tell the Guest by notification and email how much was charged, why, and how and by when they can dispute it.

10.3 **Step 3: The Hold Period.** The money is kept on hold in Payment Provider account and is not released to you for 7 days from your request (the Hold Period). During the Hold Period you have no right to the money.

10.4 **Step 4: No dispute.** If the Guest doesn't dispute the charge during the Hold Period, we release the Booking Fee to your the Payment Provider account at the end of the Hold Period, less our share under clause 9.8. Payment Provider then pays it to your bank on its normal payout schedule.

10.5 **Step 5: Dispute.** If the Guest disputes the charge during the Hold Period, the money stays on hold until we decide. We'll tell you about the dispute and ask for your side, with any evidence, within 3 working days. If you don't reply in time, we may decide on the information we have.

10.6 **Step 6: Our decision.** We aim to decide within 10 working days of the dispute. We will look at these terms, the settings shown to the Guest when they booked, what you and the Guest tell us, any past disputes, and whether anything exceptional (such as a genuine emergency, serious travel disruption or a problem with the App) would make charging unfair. We may release the fee in full, refund part of it, or refund all of it to the Guest. We'll tell you and the Guest our decision and a short reason.

Our decision is final

10.7 We have the final say on whether a Booking Fee was reasonable. You agree that our decision is final and binding between you and us, and that you will not try to recover a refunded Booking Fee from the Guest in any other way (for example, by invoice, through a debt collector or by taking another payment). This protects Guests from unfair charges and protects the trust that makes Hungry Vegan work for everyone.

10.8 We will make decisions in good faith and act reasonably, but we are not a court or arbitrator. We will not be liable to you for a decision we make in good faith. Nothing in this clause affects any rights a Guest has by law or with their card provider.

After the Hold Period

10.9 We may refund a Guest after a Booking Fee has been released to you if: (a) it was charged by mistake or because of fraud; (b) the Guest's bank or card provider reverses the payment (a chargeback); or (c) we later find that the request broke clause 9. You must repay us any amount refunded, together with any dispute or chargeback fees, and we may deduct it from future Booking Fees, take it from your the Payment Provider balance or charge it to your card on file.

10.10 **Unfair requests.** If we believe you are making unfair or careless Booking Fee requests (for example, if several disputes against you are upheld), we may switch off Booking Fees for any of your Locations, extend the Hold Period for your future requests, or take action under clause 11.

10.11 **Unfair Guests.** If a Guest repeatedly fails to turn up or disputes fair charges in bad faith, please tell us. We may restrict that Guest's use of the App.

11. Reports, suspension and removal

> **In short:** Guests can tell us when a dish or listing looks wrong. If we get several reports, we can hide dishes, suspend your listing or remove you from the app. We don't have to prove the reports are right, but we will tell you what we've done and why.

11.1 Anyone can send us a Report. Reports come only to us. We won't tell you who made a Report unless the law requires it.

11.2 When we receive a Report, we may, without notice: hide the dish or Content while we look into it; change or remove a Dietary Label; and ask you to check and correct your Content within 48 hours.

11.3 If we receive more than one Report that a Location is not following the Rules (whether about the same dish or different ones), we may, at our discretion: remove dishes; switch off Booking Fees or other features; suspend the Location's listing; or remove the Location from the App and end the agreement for it. We don't need to prove that the Reports are correct or that you have broken the Rules. It is enough that we have received them and decide, in good faith, that action is needed to protect Guests' trust in Hungry Vegan. Where we end the agreement because of Reports, clause 12.4 applies if we reasonably believe you have broken the Rules more than once; otherwise clause 12.3 applies.

11.4 We may also suspend any Location, its listing or any feature straight away if: you haven't paid what you owe; we reasonably suspect you have broken these terms or the law; we are investigating a complaint, fraud or a food safety concern; your food hygiene rating falls below 3; the Payment Provider, a regulator or the law requires it; or we reasonably believe it is needed to protect Guests or our reputation.

11.5 Whenever we suspend, restrict or remove a Location, listing or feature, we will tell you by email what we have done and the reason, at the latest when it takes effect, unless the law stops us. You can reply with more information and we will consider it, but the decision is ours.

11.6 The Subscription Fee remains payable during a suspension.

11.7 If we suspend a Location for more than 7 days and later find you were not at fault, we will credit you with the Subscription Fee for the suspended period.

12. Ending the agreement

In short: You can leave whenever you like. We can also end the agreement, or remove any location, for any reason by giving you 30 days' notice and a short explanation, without having to show you did anything wrong. We can act straight away if something serious happens.

12.1 You can remove any Location or end the whole agreement at any time by emailing hello@hungry-vegan.com or through the Restaurant Dashboard. It takes effect at the end of the period you have already paid for (the First Year or the current month). We will stop any renewal, and fees already paid are not refunded.

12.2 If you have more than one Location, ending the agreement for one Location doesn't affect the others.

12.3 We can end it for any reason. We may end the agreement, or remove any Location, for any reason, by giving you at least 30 days' written notice. We will give you a short explanation of our reason, as the law requires, but we don't need to prove that you have done anything wrong, and you won't have any claim against us just because we have used this right. During the notice period we may suspend or hide the listing. If you have paid in advance for any time after the end date, or for any time your listing was hidden during the notice period, we will refund it.

12.4 We can end it straight away by email, for any or all Locations, if:

(a) you seriously break these terms (including clause 6), or break them more than once;

(b) we have received several Reports under clause 11.3 and reasonably believe you have broken the Rules more than once;

(c) you make dishonest or fraudulent Booking Fee requests, or mislead Guests or us;

(d) any amount is still unpaid 14 days after we have reminded you;

(e) a Location closes or loses its food business registration, or you become insolvent or stop trading;

(f) we reasonably believe there is a risk to Guests' health or safety, or your conduct is likely to bring Hungry Vegan into disrepute; or

(g) the law, a regulator or the Payment Provider requires it.

In these cases no refund is due.

12.5 What happens when it ends.

(a) We remove the listing and your access to the Restaurant Dashboard for that Location.

(b) You must honour, or properly cancel through the App, any Bookings you have already confirmed.

(c) Booking Fees already requested continue through the process in clause 10. You can't request new Booking Fees after the end date.

(d) the Payment Provider pays out any balance due to you, less anything you owe us. We may keep back a reasonable amount for up to 120 days to cover possible chargebacks and refunds.

(e) We may keep records and Content as needed for legal, accounting and dispute purposes.

12.6 Except for the refunds in clauses 12.3 and 18.2 and the credit in clause 11.7, we won't owe you any compensation if we suspend or remove a Location or end the agreement in line with these terms, including for lost Bookings, income or goodwill.

12.7 Clauses 5 (for amounts already due), 10, 12.5, 12.6, 13.4, 14, 15, 16, 19 and 20 continue after the agreement ends.

13. Your content and our brand

In short: You keep ownership of your photos and content. You let us use them to run and promote Hungry Vegan. Our app, name and logo stay ours.

13.1 You keep ownership of your Content. You give us a non-exclusive, royalty-free, worldwide licence to use, copy, adapt (for example, resize or crop) and display your Content, your name and your logo, to run and promote the Service, for as long as you are listed and for a reasonable time afterwards to remove it. We may let our service providers use it for that purpose.

13.2 We may show your listing and Content on the App, on our social media and newsletters, and on other channels that help Guests find you, such as search engines, maps and app stores. We don't have to delete social media posts or other marketing already published before your listing ended.

13.3 You confirm that you own or have permission to use all of your Content, and that our use of it under these terms won't infringe anyone's rights.

13.4 We and our licensors own all rights in the App and the Service, including the software, design, database, the Hungry Vegan name and logo, and anything we create. You may use our name and any "Find us on Hungry Vegan" badge we provide only while you are listed and in line with any guidelines we give you. If you send us ideas or feedback, we may use them freely.

14. Guests' information and data

In short: When a Guest makes a Booking, we will provide you with the information reasonably necessary for you to manage their visit, including any allergy information or any other information that might have been provided by the Guest. You must keep this information secure and use it only for the purposes of managing the Booking and providing your services to the Guest. You must not use the Guest's details for marketing purposes unless the Guest has separately given you permission to do so in accordance with any separate agreement or terms accepted by the Guest in connection with your Restaurant.

14.1 Each of us must comply with UK data protection law, including the UK GDPR, the Data Protection Act 2018 and the Data (Use and Access) Act 2025. Each of us is a separate controller of the personal data we handle.

14.2 For each Table Request, we will provide you with the information reasonably necessary to manage the Guest's booking and visit, including their name, contact details, party size, allergy information any other information they have provided. You must keep this information secure, use it only for the purposes of managing the booking and providing your services to the Guest, restrict access to staff who need it for those purposes, and not retain it for longer than necessary. You must not use the Guest's details for marketing unless the Guest has separately given you permission to do so under your own terms or another agreement directly between you and the Guest.

14.3 You can see the Table Requests, Bookings and Booking Fees for your own Locations, and the Guest details listed in clause 14.2. We can see all information on the App, including Table Requests, Bookings, Booking Fees, disputes, Reports and how Guests use the App. We may use this information, including in combined or anonymised form, to run, improve and promote the Service. We don't share one restaurant's booking data with another. the Payment Provider holds your bank and identity details; we only see whether your Payment Provider account is ready and its balance.

14.4 If you become aware of any actual or suspected personal data breach affecting information obtained directly or indirectly through the Restaurant Portal, you must notify us without undue delay and take all reasonable steps to contain, investigate and remedy the breach in accordance with applicable UK data protection law. You must also provide us with all reasonable information and assistance required to address any related data breach affecting us, to the extent that such breach results from your acts or omissions.

14.5 Our Privacy Policy at hungry-vegan.com/privacy explains how we use personal data, including that of your staff or agents who use the Restaurant Dashboard.

15. Keeping things confidential

> **In short:** We each keep the other's private business information private.

15.1 Each of us must keep confidential any commercial, financial or technical information relating to the other which is confidential by its nature or is identified as confidential. This includes but is not limited to your recipes, our pricing and product plans Confidential information may only be used for the purpose. This doesn't apply to information that is already publicly available through no fault of the person disclosing it, or that must be disclosed by law, court or by a regulatory authority,

16. Our responsibility and yours

> **In short:** You are responsible for your food, your service, your listing and the fees you ask for. We are responsible for running Hungry Vegan with reasonable care.

16.1 We are not responsible for the food or drink you serve, the service you provide, or your relationship with Guests. This includes the accuracy of your Content, including Dietary Labels and allergen information; any Bookings you accept or cancel; any Booking Fees you charge; or the actions of Guests, including no-shows. We are also not responsible for the Payment Provider's services or for any temporary unavailability of the App, for example due to maintenance or an outage.

We provide the Platform through which you offer your services to Guests. You remain responsible for the services you provide, your dealings with Guests, and for complying with all applicable obligations relating to those services.

16.2 Nothing in these terms limits or excludes liability for death or personal injury caused by negligence; for fraud or fraudulent misrepresentation

16.3 Our total liability under or in connection with these terms, whether in contract, tort (including negligence) or otherwise, in any 12-month period is limited to the greater of:

(a) the Subscription Fees, you have paid us in the 12 months before the event that gave rise to the claim; and

(b) £100.

This does not apply to Booking Fees that we have agreed to release to you under clause 10 of these Terms. Any Booking Fees will be settled by us in accordance with the terms as set out in the said clause.

16.4 We will not be liable to you for: -

(a) any indirect or consequential loss;

(b) any loss of profit, revenue, business, anticipated savings, goodwill or business opportunity; or

(c) any loss of bookings, loss of custom or loss arising from a Guest failing to attend, cancelling or otherwise failing to complete a Booking,

in each case whether arising in contract, tort (including negligence), breach of statutory duty or otherwise.

Nothing in this clause excludes or limits your obligation to pay any fees or other amounts properly due to us under these Terms, or your liability arising from your breach of the provisions relating to Guest information, data protection, intellectual property or misuse of the Platform.

16.5 You will remain liable and compensate us for all losses, claims, fines, costs and expenses (including reasonable legal fees) that we incur as a result of:

(a) any inaccurate or misleading Content provided by you, including incorrect Dietary Labels or allergen information;

(b) any illness, injury or allergic reaction linked to food or drink supplied by you;

(c) your breach of food safety hygiene, consumer protection or data protection laws in connection with your use of the Platform or the services you provide to Guests;

(d) any Booking Fee you requested or charged by you, including chargebacks, refunds and claims;

(e) your unlawful or unauthorised use of Guests' personal data;

(f) any claim that your Content infringes someone else's rights or intellectual property or other rights; or

(g) any other breach of these Terms by you.

16.6 You must hold public and products liability insurance with cover of at least £2,000,000 for each Location, and show us evidence if we ask.

17. Things outside anyone's control

> **In short:** Neither of us is to blame for problems caused by events we can't reasonably control.

17.1 Neither of us is liable for any failure or delay in performance of the obligations under these Terms because of an event beyond our reasonable control (such as an internet, hosting or payment provider outage, extreme weather, or government action) but the affected party must tell the other promptly and take reasonable steps to limit the effect. This doesn't excuse late payment of fees.

18. Changes to the service and these terms

> **In short:** Hungry Vegan Limited will grow and change and so might our Terms. We will always give you at least 30 days' notice of any significant changes. Subject to the existing Terms, it will then be for you to decide if you continue with us on this journey.

18.1 We may amend, add or remove features of the App and the Service. We'll tell you in advance about any change that might significantly affect the Restaurant Dashboard.

18.2 You will be given at least 30 days' notice via email or in the Restaurant Dashboard. Subject to the applicable terms at the date of the changes, you can end the agreement before it takes effect. In this case we will refund any fees you have paid in advance for the period after that date. If you keep using the Service after the change takes effect, you accept and will be bound by the new terms.

18.3 We may provide shorter notice, or none at all, where we need to in order to comply with legal and regulatory requirements, or to deal with urgent risks such as fraud, security or privacy issues or a threat to Guests' safety.

18.4 Changes to the Subscription Fee are covered by clause 5.6.

19. Other legal points

> **In short:** The usual legal small print, kept as short as we can.

19.1 You and we are independent businesses. Nothing in these Terms creates a partnership, joint venture, agency or employment relationship.

19.2 You are free to list your Restaurant on other platforms, and we reserve rights to list any other restaurants, including your competitors.

19.3 You may not transfer your rights or obligations to any third party under these Terms without our prior written consent. We reserve right to transfer our rights and obligations to another business, for example if Hungry Vegan is sold or restructured. We may use subcontractors and service providers, but we will remain responsible for our obligations. We hold our agents and contractors to high standards. However, please note that we aren't responsible if they act outside of our agreed instructions or beyond the specific permissions we've given them.

19.4 We'll send notices to the email address on your account or on the Restaurant Dashboard You can send notices to us at hello@hungry-vegan.com. An email is treated as received at 9am on the next working day after it is sent.

19.5 The documents in clause 1.6 constitute the whole agreement between us and replaces any earlier communications or arrangements. By accepting these Terms, you confirm that you have not relied on any prior statement whether orally or in writing.

19.6 If we delay or fail to enforce any rights immediately, this does not mean we waive that right, and we may enforce it at the later date.

19.7 If a court or other relevant authority determines that any part of these Terms can't be enforced or is unlawful the remaining sections will continue to apply in full.

19.8 Only you and we have the right to enforce these Terms. No other person or other legal entity, including any Guest, have rights to enforce any part of our agreement under the Contracts (Rights of Third Parties) Act 1999.

20. Law, complaints and contact

> **In short:** These terms are governed by the laws of England and Wales. If you are unhappy with any aspect of our services then please tell us first so we can try to put things right.

20.1 If you have a complaint about the Service or a decision we have made, please email hello@hungry-vegan.com. We'll look into it and reply as soon as we reasonably can. We'd appreciate the chance to put things right before either of us goes further.

20.2 These terms, and any dispute or claim arising out of or in connection with them (including non-contractual disputes or claims), are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction.

20.3 For anything about these terms, email hello@hungry-vegan.com.

Appendix 1 — Additional services and promotions

> **In short:** From time to time we may offer extra paid services, such as featured spots or promotions, or run special offers with you. Nothing here is fixed yet. Any extra is agreed separately in writing, using the form at the end of this appendix, and these terms still apply to it.

A1.1 **What these cover.** We may agree with you to provide extra services in addition to the Service ("Additional Services"). Examples include: featured or promoted placement in search results, on the home screen or in a local area; sponsored content such as articles, interviews, recipes or videos; features in our social media or newsletters; special offers, set menus, events or launches promoted through the App; photography or content creation; and anything else we agree.

A1.2 **Agreed in writing only.** An Additional Service is only agreed once we have both confirmed an Additional Services Agreement in writing (signed, or confirmed by email). Until then, nothing is binding. We don't have to offer, and you don't have to buy, any Additional Service.

A1.3 **These terms still apply.** These terms apply to every Additional Service. The Additional Services Agreement sets out the details. It only overrides these terms where it expressly says so, and only for that Additional Service.

A1.4 **Price and payment.** The price, payment dates and cancellation terms are set out in the Additional Services Agreement. Unless it says otherwise, Additional Services are paid in advance and are non-refundable once they have started.

A1.5 **Clearly labelled.** Paid placements and sponsored content will be clearly labelled as paid (for example, "Featured" or "Sponsored"), as advertising rules and consumer protection law require. Paying for promotion never changes the Rules: every promoted dish must still meet clause 6.

A1.6 **Your offers to Guests.** Any offer or discount you run through the App must be genuine, clearly explained, honoured for every Guest who qualifies, and lawful (for example, no misleading "was" prices). We may withdraw an offer that we reasonably think breaks this.

A1.7 **Our editorial control.** We decide how and where promotional content appears, and we may refuse, pause or remove it if we reasonably think it breaks these terms, the law or advertising rules, or could harm Guests or our reputation. We have the final say on sponsored content we publish, but we'll let you check it for factual accuracy where practical.

A1.8 **No guaranteed results.** We don't promise any particular number of views, Table Requests, Bookings or sales from an Additional Service, unless the Additional Services Agreement expressly says so.

A1.9 **Ending.** An Additional Service ends when its agreed period ends or this agreement ends. If we end it early for a reason that is not your fault, we will refund the unused part. If it ends because of your breach of these terms, no refund is due.

Additional Services Agreement (template)

This agreement is made under Appendix 1 of the Hungry Vegan Restaurant Terms of Business.

Reference	
Restaurant (legal name)	
Location(s) covered	
Additional Service(s)	Describe what Hungry Vegan will provide.
What the Restaurant will provide	For example, photos, copy, an offer, a contact person.
Start date and duration	
Price	£[ ] (plus VAT if applicable)
Payment terms	In advance by card on file, unless stated here.
Cancellation	Non-refundable once started, unless stated here.
Special terms	Any terms that override the Terms of Business for this service only. Write “None” if none.
Signed for Hungry Vegan Limited	Name: · Date:
Signed for the Restaurant	Name: · Role: · Date: