POLOSYS HOTELIX - TERMS OF SERVICE

Software As A Service (SaaS) Agreement for Hoteliers

Effective Date: October 2026 | Polosys Hotelix PMS

1. Agreement to Terms

By accessing or using Polosys Hotelix Property Management System (PMS), hotel owners and authorized managers agree to abide by these terms governing subscription access, software usage, and guest management compliance.

2. Service Availability & Support

Polosys commits to a 99.9% uptime SLA for cloud PMS services, automated database backups, continuous monitoring, and responsive technical support across all subscribed hotel properties.

3. Hotelier Responsibilities

Hoteliers are solely responsible for maintaining the confidentiality of their administrative credentials and role assignments.

Hotels must ensure guest registration details complies with local municipal, tourism ministry, and security regulations.

4. Subscription & Billing Rules

PMS subscriptions renew automatically according to the selected monthly or yearly billing plan. Feature limits (room counts, concurrent users, and add-on modules) apply dynamically based on the active subscription tier.