

Reservo Website Terms & Conditions

Public commercial terms for business customers.

v1.0 | 12 September 2026

More Clients. [Less Chaos.](#)

Effective date: 12 September 2026

1. Provider

Reservo is currently operated by Pedro Vernet trading as Reservo, 57 The Drive, Castletown, Celbridge, Co. Kildare, W23 A895, Ireland. Contact: hello@reservo.ie. These Terms apply to business customers purchasing Reservo AI Receptionists & Automations. By signing an Order Form or completing a checkout that refers to these Terms, you confirm that you are purchasing for business/professional purposes and have authority to bind the customer business.

2. Packages and recurring prices

Plan	Display rate	Actual recurring charge	Avg-month planning equivalent	52-week value
Essentials	€79/week	€316 every 4 weeks	€342.33	€4,108
Growth	€119/week	€476 every 4 weeks	€515.67	€6,188
Partner	€189/week	€756 every 4 weeks	€819.00	€9,828

Weekly rates are display/comparison rates. Actual subscriptions are charged every four weeks in advance. Four weeks is not a calendar month. Prices exclude VAT, which is added where legally applicable.

3. What is included

Plan	Core scope
Essentials	Website AI chatbot; one WhatsApp Business connection/number per location; Facebook and Instagram messaging integrations where compatible; booking environment (normally up to five standard staff/service calendars); lead capture; reminders; review requests; basic CRM/pipeline; basic dashboard; support/updates.
Growth	Everything in Essentials + AI phone/voice agent; SMS workflows; missed-call text-back; AI reputation management; advanced pipeline/follow-up; live dashboard; quarterly 30-minute optimisation call.
Partner	Everything in Growth + Google Business Profile management; one managed loyalty/reactivation programme; local visibility/performance dashboard; monthly 30-minute optimisation call; premium support.

Additional locations, more than five calendars, unusual scheduling, custom development, migrations, extra phone agents/numbers, campaigns and integrations may require a separate quotation.

4. Implementation and commitment options

Initial commitment	Essentials	Growth	Partner
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3 months	€300 implementation	€600 implementation	€900 implementation
12 months	€150 implementation	€300 implementation	€450 implementation
24 months	€0 implementation upfront	€0 implementation upfront	€0 implementation upfront

"Implementation from €0" refers to the amount charged upfront on the 24-month commitment. It does not change the fixed early-termination fee below.

5. Early termination and post-term cancellation

If you end the selected Initial Commitment early for convenience, a fixed Early Termination Fee applies: €300 Essentials, €600 Growth or €900 Partner. The same fee may apply if Reservo terminates during the Initial Commitment for your material breach that remains uncured after notice. The fee is the full package amount regardless of implementation already paid/discounted/included; it is not the unpaid implementation balance and we do not charge all remaining subscription periods. No Early Termination Fee applies if you validly terminate because Reservo has committed a material breach that remains uncured 14 days after written notice, or where a non-excludable legal right prevents the fee. After the Initial Commitment, the service continues on rolling four-week billing and either party may cancel on four weeks' written notice unless the Order Form says otherwise.

6. AI, communications usage and fair use

AI processing within normal package scope is included and is not separately metered to the customer. Third-party communications usage is separate where applicable, including phone numbers/minutes, SMS, email delivery/validation, WhatsApp message/template/call charges and similar pass-through usage. The standard connection allowance for one WhatsApp connection/number per location is included. All Services are subject to lawful use, anti-abuse controls and the agreed scope.

7. Support

Plan	Target initial response
Essentials	Within 2 business days
Growth	Within 1 business day
Partner	Within 4 business hours during support hours

Support hours are Monday-Friday, 09:00-17:00 Irish time, excluding Irish public holidays. Response targets are not guaranteed resolution times. Critical service-impacting issues are prioritised reasonably.

8. Customer responsibilities

You must provide accurate business information, access, calendars, routing/escalation details and lawful instructions; approve business-critical content and regulated/professional statements; maintain lawful contact lists and marketing permissions; honour opt-outs; protect credentials; and promptly tell us about material changes. You remain responsible for business decisions, fulfilment, pricing and professional judgement.

9. AI transparency, professional boundaries and reviews

Our AI agents may answer calls/messages, schedule, classify requests and carry out configured actions. AI can make mistakes. Where required, people are informed they are interacting with AI. Unless expressly agreed after appropriate review, Reservo AI does not provide emergency, medical, legal, financial or other regulated professional advice; for professional-service customers the normal role is administrative intake, scheduling and routing. Review replies may be AI-assisted. Positive replies may auto-publish only with customer approval; sensitive/negative/disputed reviews require human approval. We do not guarantee review or search outcomes.

10. Privacy and call recording

Our Privacy Policy explains how Reservo handles personal data. For client end-user data, the business customer will usually be controller and Reservo processor. Call recording is off by default and is enabled only on an expressly agreed lawful basis with appropriate notice and retention. Customers are responsible for the lawfulness of their data, audiences and instructions.

11. Third-party services

The Services depend on third-party AI, CRM, hosting, telephony, messaging, email, calendar, social, review and payment services. We cannot guarantee uninterrupted third-party availability or decisions outside our control. We may reasonably change technical components to maintain material functionality where possible.

12. Payment, suspension and refunds

The first four-week subscription and applicable implementation fee are due when the order is accepted unless otherwise stated. Usage may be billed in arrears. If a payment fails, we may retry, invoice, request another method or suspend affected Services after reasonable notice. Implementation fees are non-refundable once implementation work has started, and subscription charges already billed are non-refundable for periods in which the Services were available, except where law requires otherwise.

13. No guaranteed outcomes

We provide the Services with reasonable skill and care, but do not guarantee revenue, savings, bookings, leads, conversion, review volume/score, search ranking, third-party uptime or perfect AI accuracy.

14. Liability

Nothing limits liability that cannot legally be limited. Subject to that, neither party is liable for indirect or consequential loss, or loss of profit, revenue, anticipated savings, goodwill or business opportunity. Reservo's aggregate liability arising from an affected Order will not exceed the subscription and implementation fees paid or payable under that Order during the 12 months before the event giving rise to the claim (or since the Service Start Date if shorter).

15. Termination for breach

Either party may terminate for material breach that can be remedied and remains uncured 14 days after written notice. Reservo may suspend or terminate immediately for fraud, deliberate unlawful use, serious security abuse or insolvency where permitted by law. Accrued amounts remain payable and data is handled under the Privacy Policy/data terms.

16. General

These Terms and the accepted Order Form form the agreement for the selected Services. If the Order Form expressly conflicts with these Terms, the Order Form controls. Reservo may transfer the agreement as part of a bona fide incorporation/reorganisation provided the successor assumes the material obligations and appropriate notice is given, subject to mandatory consent requirements. Irish law governs these Terms and, subject to mandatory rules, the Irish courts have exclusive jurisdiction.

17. Contact

hello@reservo.ie
57 The Drive, Castletown, Celbridge, Co. Kildare, W23 A895, Ireland