

Zelo Terms of Service

Effective Date: October 9, 2025

Company: Zelo LLC

Jurisdiction: California, United States

Contact: hello@zelo.chat

Website: <https://zelo.chat>

Welcome to Zelo! These Terms of Service ("Terms") govern your access to and use of the Zelo mobile applications (iOS and Android), services, and related content ("Services"), including but not limited to **social posting, online dating, astrology services, and singles events**. By creating an account or using the Services, you agree to these Terms.

1. Eligibility

You must be at least 18 years old to use Zelo. By using the Services, you represent and warrant that you meet this requirement. **Age verification measures may be implemented to ensure compliance.**

2. Account and Security

You are responsible for maintaining the confidentiality of your login credentials and all activity under your account. Notify us immediately if you suspect unauthorized access.

3. User Content and License Grant

You may upload photos, messages, birth details, or other content ("User Content") to facilitate matchmaking and social interactions (including social posts). You retain ownership of your User Content, but you grant Zelo a worldwide, non-exclusive, royalty-free, **sublicensable**, and transferable license to use, store, **reproduce, publicly display**, distribute, modify, and create derivative works of your User Content as necessary to operate, improve, and promote the Services. This license survives the termination of your account solely for archival and promotional purposes.

4. Zelo Content and Intellectual Property

All content created by Zelo, including, but not limited to, proprietary astrology algorithms, compatibility scores, personality reports, event notes generated by the system, designs, text, graphics, and computer code (collectively, "**Zelo Content**"), are the exclusive property of Zelo LLC. You are granted a limited, personal, non-exclusive, non-transferable, and revocable license to view and use the Zelo Content solely for your personal, non-commercial use within the Services.

5. User Conduct, Content Standards, and Prohibited Behavior

By using the Services, you agree to adhere to these Community and Safety Guidelines. Any violation may result in account suspension or termination under Section 6.

- **Respect and Courtesy:** You must treat other users with **respect and courtesy**. Harassment, **hate speech**, or any form of disrespectful behavior, including **discrimination based on race, gender, religion, or any other factor**, will not be tolerated.
- **Safety and Boundaries:** Always seek **consent and respect personal boundaries**. Unsolicited explicit content, aggressive behavior, or harassment will result in immediate action. **Prioritize your safety** and avoid sharing personal information such as home address or financial details with other users.
- **Profile Integrity:** You must provide **accurate and truthful information** in your profile. **Misrepresentation or the use of fake profiles, including impersonating someone else or using other**

deceptive practices, is strictly prohibited.

- **Content Appropriateness:** All content, including profile photos, posts, and text, must be appropriate for a social and dating environment. You must follow guidelines for profile photos and avoid explicit, obscene, or offensive content. Inappropriate content, spam, or **solicitation** will be removed, and your profile may be blocked.
- **Responsible Usage:** You are responsible for **adhering to local laws and regulations** while using the app. You are not allowed to spam others with unwanted messages or engage in solicitation. Use messaging responsibly; unsolicited or explicit messages may lead to account suspension.
- **Reporting and Disputes:** You must **report any inappropriate behavior or profiles** using the in-app reporting and blocking features. In case of disputes with other users, you must **contact Zelo support for assistance** and must not engage in public confrontations.
- **Maintenance:** You should **keep the app updated** to access new features and security enhancements.

6. Right to Deny Service

Zelo reserves the right to suspend, ban, or terminate accounts at its sole discretion without notice for violations of these Terms (including the conduct standards in Section 5) or other inappropriate conduct.

7. Subscriptions and Payments

Zelo may offer subscription plans. Payment terms will be presented before purchase. All payments are non-refundable unless required by law.

8. Disclaimers and Assumption of Risk

Zelo provides astrology-based insights for entertainment and personal reflection only. Services are provided "as is" without warranties of any kind.

Dating and Matchmaking Disclaimer: Zelo makes no representations or warranties as to the accuracy, timeliness, or usefulness of the **astrology readings, compatibility scores, or the conduct of other users** you interact with through the dating or social features. You assume all risk when using the Services and interacting with others, both online and at events.

9. Limitation of Liability

To the maximum extent permitted by law, Zelo LLC and its affiliates, employees, or partners are not liable for any damages, losses, or disputes arising from or related to the use of the Services, including, but not limited to, interactions with other users or reliance on astrology insights. You agree not to initiate legal action against Zelo LLC for any reason.

10. Dispute Resolution

All disputes shall be resolved through binding arbitration under California law. You waive the right to participate in class actions or jury trials.

11. Data Deletion and Termination

You may delete your profile and associated data at any time from within the app. Upon deletion, all associated data will be removed within a reasonable period, except where necessary to comply with legal obligations or for the maintenance of anonymous usage data.

12. Electronic Communications

By using the Services, you consent to receive communications electronically, including emails, push notifications, and in-app messages. These may include account messages, service updates, marketing, or transactional information.

13. Event Attendance (Singles Events)

By attending any in-person or virtual events organized by Zelo, you agree to the following additional terms:

1. **Feedback Sharing:** Notes and feedback that attendees write about others will be shared with attendees in both matched and unmatched cases. This feedback helps participants improve and contributes to a better experience over time.
2. **Media Consent:** Attending any of our events constitutes automatic consent for Zelo to capture photos and videos during the event. This media may be used for promotional purposes to invite more attendees and enhance future experiences. If you do not wish to be photographed or recorded, please notify the event host before or during the event.
3. **No Background Checks:** Zelo does not perform background checks on attendees. Please exercise discretion and caution when sharing personal information with other participants.
4. **No Financial Assistance:** Do not provide financial or other assistance to attendees. Zelo is not responsible for any liabilities, damages, or losses resulting from personal interactions or transactions between attendees.
5. **Behavioral Conduct:** Any kind of inappropriate, disrespectful, or crass behavior—whether in-person or online—will result in denial of access to current and future events at Zelo’s sole discretion.
6. **Assumption of Risk:** By participating in any event organized by Zelo, you acknowledge and voluntarily assume all risks associated with interacting with other attendees, including but not limited to personal injury, illness, or property damage.
7. **Limitation of Liability:** Zelo, its affiliates, and organizers shall not be held liable for any direct, indirect, incidental, consequential, or punitive damages arising from your attendance or participation in any Zelo event.
8. **Indemnification:** You agree to indemnify and hold harmless Zelo, its affiliates, employees, and contractors from any claims, losses, or damages, including reasonable legal fees, arising out of or related to your conduct at Zelo events.
9. **Right to Refuse Service:** Zelo reserves the right to refuse admission, remove, or ban any attendee from current or future events for any reason, including but not limited to safety concerns, harassment, or violation of these terms.
10. **Emergency Situations:** In case of a medical or security emergency, Zelo staff or contractors may take reasonable action to ensure the safety of participants, including contacting emergency services. However, Zelo assumes no responsibility for the outcome of such actions.
11. **Event Ticket Refunds:** All event ticket purchases are final and non-refundable. Refunds will only be provided if Zelo cancels the event. Non-satisfactory outcomes, including but not limited to a lack of matches, or inability to attend for personal reasons, do not qualify for a refund.

14. Changes to Terms

We may update these Terms periodically. Continued use of the Services constitutes acceptance of the updated Terms.

15. Contact

For questions, contact us at hello@zelo.chat.