



# Terms and Conditions

**Effective Date:** 25 April 2025

Welcome to AVA, the Universal Access Assistant developed by Liveable Universal Access Consultants. AVA is here to guide you on inclusive design, accessible tourism, and disability awareness in a practical, supportive way.

By accessing or using AVA through our website, you agree to the following Terms and Conditions. Please read them carefully.

## 1. Purpose of AVA

AVA is an educational and informational tool that helps users understand Universal Access principles, offers practical advice on inclusion, and provides insights into making environments more welcoming to everyone, regardless of ability.

## 2. Fair and Respectful Use

You agree to:

- Use AVA in a respectful and lawful way.
- Avoid using AVA to post offensive, harmful, or discriminatory content.
- Not attempt to interfere with or misuse the technology or platform.

## 3. Informational Nature

AVA provides general Universal Access guidance. It does not constitute legal, or architectural advice. Always consult a qualified professional for decisions requiring compliance with building codes when retrofitting.

## 4. User Input

If AVA offers a chat feature or request for feedback/input, we may collect non-sensitive data (such as your name or query). Please do not submit confidential or sensitive information via the platform.





# Terms and Conditions

**Effective Date:** 25 April 2025

## 5. Intellectual Property

All content, branding, software, and systems related to AVA are owned by Liveable Universal Access Consultants. You may not copy, reproduce, or distribute any content without our prior written consent.

## 6. Modifications and Updates

We may update AVA or these Terms from time to time. All changes will be posted here, and your continued use of AVA means you accept the updated Terms.

## 7. Limitation of Liability

While we aim to provide accurate and helpful information, Liveable is not liable for any damages resulting from the use or inability to use AVA.

## 8. Jurisdiction

These Terms are governed by the laws of the **Republic of South Africa**, and any disputes will be subject to the jurisdiction of South African courts.

If you have any questions about these Terms, please contact us at **[office@liveablegroup.com](mailto:office@liveablegroup.com)**

