

Terms of Use

for the Elspal service

Service	Elspal
Website	elspal.com
Contact email	info@elspal.com
Edition	Basic edition for website publication

These Terms of Use govern the use of the website elspal.com and all related Elspal services. The Terms apply to site visitors, registered users, listing authors, agents, property owners, and customers of paid services.

By starting to use the site, creating an account, publishing listings, sending requests, or ordering Elspal services, the user confirms acceptance of these Terms.

1. About the service

Elspal provides an online service related to searching for rental housing, publishing and viewing listings, using the map, favorites, the personal account, informational materials, and an additional paid full-service home search offering.

Elspal is not a party to any rental agreement between users unless expressly stated otherwise as part of a specific paid service.

2. Registration and account

To access certain functions of the service, the user may create an account through magic link authorization sent to the specified email address.

- the user must provide accurate and up-to-date information
- the user is responsible for actions performed through the account
- the user must not share account access with third parties
- Elspal may restrict access to an account if there is suspicion of rule violations, fraud, unlawful activity, or threats to the security of the service

3. Rules for posting content

A user who posts listings, descriptions, photographs, contact details, and other materials guarantees that they have the right to publish such content and that it does not violate third-party rights, the law, or these rules.

The following may not be posted on the site:

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- **knowingly false, misleading, or incomplete information**
- **content that violates the law, third-party rights, or applicable restrictions**
- **adult materials and 18+ content**
- **advertising of drugs, prohibited substances, illegal goods, or services**
- **spam, aggressive advertising, malicious links, or fraudulent schemes**
- **any other content that Elspal considers dangerous, offensive, unlawful, or inconsistent with the purposes of the service**

4. Elspal rights

- **review, hide, restrict, reject, edit, or remove listings and other user content**
- **temporarily or permanently block accounts for violations of the rules**
- **change the site structure, functionality, access conditions, and range of services**
- **carry out technical maintenance, updates, and security measures**

5. Paid service

Elspal may provide a paid full-service home search offering. As part of this service, the platform may assist with selecting options, preliminary review of contract terms, organizing viewings, and related communication.

The exact scope of the service, timelines, price, interaction format, limitations of liability, and payment terms may be agreed separately with the user in correspondence, an application, an offer, an invoice, or another document.

6. Information on the site

Elspal strives to keep information up to date, but does not guarantee that all listings, prices, availability statuses, property characteristics, and descriptions are always complete, accurate, and current at any given time.

The user must independently verify material rental terms, documents, price, address, property condition, occupancy restrictions, and other important circumstances before making a decision.

7. Intellectual property

All elements of the site, including texts, design, the Elspal logo, interface structure, graphics, and software components, belong to Elspal or are used on lawful grounds.

The user may not copy, distribute, modify, or otherwise use site materials beyond normal use of the service without prior permission from the rights holder, unless otherwise provided by law.

8. Limitation of liability

Elspal provides the service on an “as is” basis and within the limits of actually available functionality. To the maximum extent permitted by applicable law, Elspal is not liable for:

- actions or omissions of users, landlords, agents, owners, or other third parties
- the content of listings and the consequences of relying on information posted by users
- failed deals, price changes, refusal to rent, loss of profit, or indirect damages
- communication failures, interruptions in website operation, integration errors, or failures of external services

Nothing in these Terms excludes liability that cannot be excluded under applicable law.

9. Age and permitted use

Use of the service for posting housing, ordering services, and other legally significant actions is allowed only for persons over 18 years old. Minors may not rent out housing through the service.

The user agrees to use the site only for lawful purposes and not to take actions that interfere with the operation of the service or violate the rights of others.

10. Governing law and disputes

The service is intended, among others, for users from Vietnam and Russia. Specific issues relating to performance of obligations, provision of services, and dispute resolution should, where possible, be resolved through negotiation and correspondence via info@elspal.com.

If necessary, the legal assessment of a dispute is determined taking into account the nature of the relationship, the place where the service is provided, applicable mandatory rules, and other relevant circumstances. For commercial use of the service, additional legal review of the terms is recommended.

11. Changes to the Terms

Elspal may update these Terms of Use at any time. The new version becomes effective from the moment it is published on the site unless otherwise expressly stated in that version.

12. Final provisions

If any provision of these Terms is held invalid or unenforceable, this does not affect the validity of the remaining provisions.

This document is a basic edition for publication on the website and may be supplemented or clarified after legal review.

All notices, inquiries, and claims regarding the operation of the service may be sent to info@elspal.com. Email correspondence related to the use of the service and provision of services may be used as confirmation of communication between the parties.

Continued use of the website after publication of the current version of the Terms is considered confirmation of the user's acceptance of them.