Calmaboard Terms of Use

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Download this page as a PDF: we advise you to keep an exact copy of these terms, for future reference.

These terms are the contract between you and Vizalgo SAS when you buy a Calmaboard subscription: you accept them when you buy it. The free part of the app works without accepting anything; these terms still explain what the forecast can and cannot do (section 2) and how we protect the service (section 3). Please read section 2 in particular.

Apple and Google sell the subscriptions (section 5) but are not party to these terms, and they do not provide maintenance or support for the app: for help, write to us.

1. Who we are

Calmaboard is published by **Vizalgo SAS**, 65 rue de la Croix, 92000 Nanterre, France. E-mail: contact@calmaboard.com. Telephone: +33 7 45 64 74 48. Full company details (registration number, share capital, VAT number): calmaboard.com/legal/.

2. What Calmaboard is, and what it is not

Calmaboard estimates how bumpy a flight is likely to be, and when, from weather forecasts.

- **It is an estimate, not a certainty.** Smooth air is the most likely outcome for most flights; the forecast says when bumps are possible or more likely than usual. A flight can be bumpy when the forecast said "most likely smooth", and smooth when it said bumps were possible.
- **It is not a safety tool.** Keep your seatbelt fastened whenever you're seated and always follow the crew's instructions. Never use Calmaboard to decide whether to

fly, or to choose a flight.

- **It is not a medical service or a medical device.** It does not diagnose or treat anything. The breathing exercise is offered for comfort only.
- **What it covers:** the cruise part of the flight, computed along an approximate route (the shortest path between the two airports; the real route can differ), from the planned departure time. It does not cover climb and descent, storms, or what each passenger feels. Changes to the departure time made after our last check of the flight are not taken into account. There is no live flight tracking.
- **Where it was tested:** we tested the forecast over most of Europe, the northern Mediterranean, North America and the North Atlantic. Elsewhere it has not been tested yet and the app says so on the forecast.
- **When the forecast is ready:** about 48 hours before departure. It can be unavailable (for example when weather data is late, or for routes the method does not cover). The app then says so instead of guessing.
- **You need an internet connection** to get or update a forecast. A forecast already saved on your phone can be read offline.
- **Flight data** found by flight number comes from a third-party provider and can contain errors. Check the times against your booking.
- **Phones:** the app is built for iPhone with iOS 16.4 or later and for Android 7.0 or later; these are the minimum versions. It is not designed for iPad.

3. Using the app

- No account is needed. The app gives your phone a random ID (see the Privacy Policy).
- You may use Calmaboard for your own personal, non-commercial use. You may not copy, resell or redistribute the forecasts (sharing a screenshot of your own forecast is fine), try to access our server other than through the app, overload or attack it, or try to get the paid features without paying.
- **If a phone misuses the service** in one of these ways, we may stop answering its requests: at once for an attack that puts the service at risk; otherwise only if the misuse goes on after the app has shown a warning. If you think this is a mistake, write to us with your app ID (shown in Settings). If we stop serving a phone that

has an active subscription, you are entitled to a refund of the unused part of the period (section 5, "Refunds we owe").

- **Age:** Calmaboard is not meant for children under 13. If you are under 18, ask a parent or guardian for their agreement before buying a subscription.

4. Free and paid features

Free, for every flight you add: the overall forecast line, "How sure are we?", the breathing exercise, display choices, a notification when the forecast of a flight you saved in advance is ready, and a reminder shortly before departure to look at the latest forecast.

With a subscription: the colour bar and timeline of the cruise ("Along the flight"), the route map with its slider and the wind lines, and a notification when the forecast changes. The forecast line stays free.

We do not offer a minimum level of service quality (no guaranteed availability or response time).

We may improve the app and add features. We do not remove a paid feature during a period you have paid for, unless a cause outside our control forces us to: a data source stops or changes its terms, the law changes, or a security problem. If that happens, we tell you, and you are entitled to a refund of the unused part of the period (section 5, "Refunds we owe"). Any other change that reduces what you get follows section 12 (at least 30 days' notice).

If we ever stop Calmaboard, we announce it at least 30 days before (section 12), stop selling subscriptions, and end renewals where the store allows it. If you are charged for a period we cannot serve, you are entitled to a refund of it (section 5, "Refunds we owe").

5. Subscriptions

- **Plans:** "Monthly" and "Yearly". In France: 6.99 € per month or 39.99 € per year, VAT included. The price in your country is the one your store shows before you confirm.

- **Who sells it:** you buy through the App Store (Apple) or Google Play (Google), with your store account and payment method, under their terms. In France the seller is Apple Distribution International Ltd. (Ireland) on the App Store and Google Commerce Limited (Ireland) on Google Play. Vizalgo never sees your payment details.
- **Automatic renewal:** a subscription renews automatically at the end of each period, at the price then in force, until you cancel.
  - **App Store:** you can be charged up to 24 hours before the renewal date (Apple Media Services Terms).
  - **Google Play:** you are charged at the start of each billing period, at the earliest in the 24 hours before it starts (Google Play Terms of Service).
  - In short, on both stores: you can be charged up to 24 hours before each new period starts.
- **Cancelling:** at any time in your App Store or Google Play subscription settings (the app's "Manage subscription" button opens them). Cancelling stops the next renewal; you keep the paid features until the end of the period already paid. Deleting the app does not cancel a subscription, and neither does "Delete my data".
- **Renewal reminder:** for a service renewed automatically, the law asks the provider to remind you, by a personal letter or e-mail, one to three months before the last day for refusing the renewal (French Consumer Code, art. L215-1, annex 2). The app gives us no e-mail or postal address for you, so we cannot send this reminder. As a result, you can end your subscription free of charge at any time after it renews: what you paid in advance is refunded within 30 days of the end of the subscription, minus the part corresponding to the time used up to then (art. L215-1). How to do it:
  - **Google Play:** write to us with your app ID (shown in Settings): we end the subscription and refund the unused part through Google Play.
  - **App Store:** cancel the subscription in your App Store settings and ask Apple for the refund from your purchase history. Apple's rules do not let us refund App Store purchases ourselves. If Apple refuses, write to us with your app ID: Apple's refusal does not take away the right the law gives you.

- **A flight you opened while subscribed stays fully readable until it lands**, even if your subscription ends in between, as long as its full forecast was saved on your phone before departure. The full forecast must load while you are online: a flight leaving in the next 15 minutes cannot be unlocked.
- **Restore purchases:** on a new phone, or after reinstalling, "Restore purchases" in Settings brings back a subscription bought with the same App Store or Google Play account.
- **Price changes:** if the price goes up, your store tells you in advance and, where its rules require it, asks for your agreement before renewing at the new price. We also announce the increase at least 30 days before (section 12). The new price applies only from the first renewal that falls at least 30 days after our announcement, and you can cancel before then. If the store asks for your agreement and you do not give it, your subscription ends at the end of the period you paid for.
- **Refunds:** you ask for a refund from the store that sold you the subscription, under its terms. Only Apple, not Vizalgo, refunds App Store purchases: ask Apple from your Apple Account purchase history (Apple Media Services Terms). On Google Play, open play.google.com, then Payments & subscriptions > Budget & order history, and choose "Report a problem" on the order; Google's help says that after 48 hours you should ask the developer: write to us.
- **14-day right of withdrawal:** you can withdraw from your subscription within 14 days of the day you bought it, without giving a reason (French Consumer Code, art. L221-18). We do not ask you to give up this right. The law then gives you back everything you paid: since we never asked you to request an early start, you owe nothing for the days before you withdraw (art. L221-25). Who refunds depends on the store. To withdraw, before the 14 days end:
  - **App Store:** Apple decides and refunds, not Vizalgo. Withdraw with Apple: in your Apple Account purchase history, choose the order, then "Withdraw Transaction". Under Apple's terms you have 14 days from your receipt to send the withdrawal; Apple sends you an acknowledgement by e-mail and refunds you within 14 days. You can also write to us: we forward your message to Apple, at the address given in Apple's terms, the same working day, and tell you we did. Give us what Apple's withdrawal form asks for: the order number and date from Apple's receipt, your name, your address and your e-mail address. Apple

counts the day the withdrawal is sent to Apple, so when the 14 days are nearly over, send it to Apple yourself.

- **Google Play:** use "Report a problem" on the order (above), or write to us: we refund you in full through Google Play, even if Google refused a withdrawal you sent in time.

To write to us: contact@calmaboard.com, with your app ID (shown in Settings), or a letter to the address in section 1. You can use the form in annex 1, but you do not have to: any clear statement is enough (art. L221-21).

- **Refunds we owe:** when these terms say you are entitled to a refund (sections 3, 4 and 9), the app shows **"Ask for a refund"** in Settings for 30 days from when we open the case:
  - **App Store:** only Apple can refund App Store purchases. With your agreement (a box you tick in the app), we tell Apple why we owe you the refund and ask Apple to refund you, then you send the request to Apple from the app. If Apple refuses while your subscription is active, we push your next renewal date back, free of charge, within Apple's limits (up to 90 days at a time, at most twice a year); Apple e-mails you the new date. This free time does not take away any right the law gives you.
  - **Google Play:** the "Refund me" button refunds your last payment in full through Google Play, and ends the paid features at once.
  - If you do not see "Ask for a refund", or Apple refused a request you made outside the app, write to us with your app ID (shown in Settings).

6. Your data

What we collect, why, and how to delete it is explained in the **Privacy Policy** (calmaboard.com/privacy/). In short: no account, and the app sends us no name and no e-mail address; "Delete my data" in Settings erases what our server holds about your phone, except the proof that you agreed to let us tell Apple about a refund we owe you (backup copies expire within 30 days). It does not cancel a subscription.

7. Content and credits

- Weather data: This service is based on data and products of the European Centre for Medium-Range Weather Forecasts (ECMWF). Source: www.ecmwf.int. This ECMWF data is published under a Creative Commons Attribution 4.0 International (CC BY 4.0). ECMWF does not accept any liability whatsoever for any error or omission in the data. Calmaboard computes its own turbulence estimate from this data (modified).
- Test figures shown in the app come from aircraft measurements: Aircraft Based Observations (ABO) data provided by NOAA/NWS/NCEP/MADIS.
- Airport list: OurAirports (ourairports.com), public domain.
- Flight times found by flight number: AeroDataBox.
- Other open data and software licences are listed in the app under Settings > Credits and licences.
- The Calmaboard name, logo, texts, design and software belong to Vizalgo SAS or its licensors. These terms give you no right to them beyond using the app. You may share a screenshot of your own forecast.

8. Where Calmaboard is offered

Calmaboard is not offered in the Occupied Palestinian Territories and does not cover flights to or from airports there.

9. Liability and legal guarantees

We provide Calmaboard with care. What we promise is the service described in these terms: estimates computed from third-party weather and flight data, with how sure they are. A weather-based estimate can be wrong, and the service can be interrupted (maintenance, weather data late, store or network problems). We cannot promise that every forecast will match what you feel in the air. Decisions about your trip and your safety stay with you and your crew; delays and changes to your flight are decided by your airline, not by us.

Our liability. Under French law, we are liable to you for harm caused by our failure to provide the service as these terms describe it, unless the failure is due to force majeure: an event outside our control that could not reasonably be foreseen when

the contract was concluded and whose effects cannot be avoided by appropriate measures (French Civil Code, art. 1218 and 1231-1). A forecast can differ from what you feel in the air even when the service works as described (section 2). Nothing in these terms excludes or limits your rights as a consumer, including the legal guarantees below, or our liability where the law does not allow it to be excluded or limited, in particular for harm to life or physical integrity caused by our fault, for fraud or wilful misconduct (faute dolosive), or for gross negligence (faute lourde).

Legal guarantee of conformity. As a consumer, you benefit from the legal guarantee of conformity for digital content and digital services (French Consumer Code, art. L224-25-12 and following). Vizalgo SAS answers for it (contact details in section 1). Calmaboard is supplied continuously, so we answer for defects that appear during the period your subscription runs (art. L224-25-12); each renewal starts a new period of one month or one year. If there is a defect, write to us: we bring the app back into conformity free of charge and without undue delay (art. L224-25-18). If we refuse or fail to, or if the defect is serious enough, you are entitled to a price reduction or to end the contract with a refund (art. L224-25-20; section 5, "Refunds we owe"). The box below sums up these rights, as the law requires.

Legal guarantee of conformity for digital content and digital services

Text required by the Annex to art. D. 211-4 of the French Consumer Code, in our translation; the French text is the official one: calmaboard.com/fr/conditions/, section 9.

The consumer is entitled to have the legal guarantee of conformity applied if a lack of conformity appears within one month (Monthly plan) or one year (Yearly plan) from the supply of the digital content or digital service. During this period, the consumer only has to prove that the lack of conformity exists, not when it appeared.

The legal guarantee of conformity includes the obligation to supply all the updates needed to keep the digital content or digital service in conformity for one month (Monthly plan) or one year (Yearly plan).

The legal guarantee of conformity entitles the consumer to have the digital content or digital service brought into conformity without undue delay after the request, free of charge and without major inconvenience to the consumer.

The consumer can obtain a price reduction while keeping the digital content or digital service, or can end the contract and be refunded in full in exchange for giving up the digital content or digital service, if:

1° The professional refuses to bring the digital content or digital service into conformity;

2° Bringing the digital content or digital service into conformity is unjustifiably delayed;

3° The digital content or digital service cannot be brought into conformity without costs imposed on the consumer;

4° Bringing the digital content or digital service into conformity causes the consumer major inconvenience;

5° The lack of conformity of the digital content or digital service persists despite the professional's unsuccessful attempt to bring it into conformity.

The consumer is also entitled to a price reduction or to end the contract when the lack of conformity is so serious that it justifies an immediate price reduction or ending of the contract. The consumer then does not have to ask first for the digital content or digital service to be brought into conformity.

Where the lack of conformity is minor, the consumer is entitled to cancel the contract only if the contract does not provide for the payment of a price.

Any period during which the digital content or digital service is unavailable while it is brought back into conformity suspends the guarantee period still to run until the digital content or digital service is supplied in conformity again.

These rights result from the application of articles L. 224-25-1 to L. 224-25-31 of the French Consumer Code.

A professional who in bad faith obstructs the application of the legal guarantee of conformity is liable to a civil fine of up to 300,000 euros, which can be raised

to 10% of average annual turnover (article L. 242-18-1 of the French Consumer Code).

The consumer also benefits from the legal guarantee against hidden defects under articles 1641 to 1649 of the French Civil Code, for two years from the discovery of the defect. This guarantee entitles the consumer to a price reduction if the digital content or digital service is kept, or to a full refund in exchange for giving up the digital content or digital service.

10. Security incidents and accessibility

- If a security incident affects the service, we take the measures needed to stop it and protect your data (for example taking the server offline, changing keys, restoring from a clean copy). If personal data is affected, we notify the CNIL within 72 hours of learning of it, unless the incident is unlikely to put your rights at risk (GDPR art. 33). If it is likely to put your rights at high risk, we tell you without undue delay, in the app and on calmaboard.com, since the app gives us no e-mail address or phone number for you (GDPR art. 34).
- Accessibility: no version of Calmaboard is specially designed for people with disabilities. Any update to this information is published in these terms.

11. App Store terms (iPhone users)

If you subscribed to Calmaboard through Apple's App Store, the following also applies:

- These terms are between you and Vizalgo SAS only, not Apple. Vizalgo, not Apple, is solely responsible for Calmaboard and its content.
- Your licence is a non-transferable licence to use Calmaboard on Apple-branded products you own or control, as allowed by the Usage Rules in the Apple Media Services Terms.
- Vizalgo, not Apple, provides maintenance and support. Apple has no obligation to provide any.

- If Calmaboard fails to conform to an applicable warranty, you may notify Apple, and Apple will refund the purchase price; to the maximum extent permitted by law, Apple has no other warranty obligation for Calmaboard.
- Vizalgo, not Apple, handles any claim about Calmaboard: product liability, failure to meet a legal or regulatory requirement, consumer protection, privacy or similar laws, and any claim that Calmaboard infringes a third party's intellectual property.
- You confirm that you are not located in a region that is subject to a U.S. Government embargo, or that has been designated by the U.S. Government as a "terrorist supporting" region, and that you are not listed on any U.S. Government list of prohibited or restricted parties.
- You must comply with applicable third-party terms (for example your mobile carrier's) when using Calmaboard.
- Apple and its subsidiaries are third-party beneficiaries of these terms and may enforce them against you.

12. Changes to these terms

We may update these terms only when the law, a data source, security or the app's features change, or to correct or clarify them. We announce every change on calmaboard.com and in the app, with a new date at the top. A change that reduces what you get or raises what you pay (including the end of Calmaboard, section 4, and a price increase, section 5) is announced at least 30 days before; it applies from the first renewal that falls at least 30 days after the announcement, and you can cancel before then. Other changes (corrections, clarifications) apply when announced. If you do not accept a change, you can stop using the app and cancel your subscription in your store settings.

13. Law and disputes

These terms are governed by French law. If you usually live in another country, you keep the protection of that country's consumer rules that a contract cannot set aside (Regulation (EC) No 593/2008 "Rome I", art. 6).

If you have a problem, write to us first at contact@calmaboard.com. If we cannot solve it, you can go free of charge to a consumer mediator (French Consumer Code, art. L612-1): CM2C (Centre de la Médiation de la Consommation de Conciliateurs de Justice), 49 rue de Ponthieu, 75008 Paris, France, www.cm2c.net. You can also go to the competent court, including the court where you live.

Annex 1. Withdrawal form

Model form from the Annex to art. R221-1 of the French Consumer Code, in our translation (the French text is in the French version of these terms, annex 1). You do not have to use it (section 5).

MODEL WITHDRAWAL FORM

(Please fill in and return this form only if you wish to withdraw from the contract.)

To Vizalgo SAS, 65 rue de la Croix, 92000 Nanterre, France, contact@calmaboard.com:

I/We (*) hereby give notice that I/we (*) withdraw from my/our (*) contract for the sale of the following goods (*)/for the supply of the following service (*):

Ordered on (*)/received on (*):

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is sent on paper):

Date:

(*) Delete as appropriate.

For Calmaboard, the contract is the supply of a service. Adding your app ID (shown in Settings) helps us find your subscription.

Annex 2. Tacitly renewed contracts: French Consumer Code articles

Article L215-4 of the French Consumer Code requires articles L215-1 to L215-3 and L241-3 to be reproduced in full in the service contracts they apply to. Our translation; the French text is in the French version of these terms (calmaboard.com/fr/conditions/, annex 2).

Article L215-1. For service contracts concluded for a fixed term with a tacit renewal clause, the professional service provider informs the consumer in writing, by a dedicated personal letter or e-mail, no earlier than three months and no later than one month before the end of the period for rejecting the renewal, of the possibility of not renewing the contract concluded with a tacit renewal clause. This information, given in clear and understandable terms, states the deadline for non-renewal in a visible box.

Where this information has not been sent to the consumer in accordance with the first paragraph, the consumer may end the contract free of charge at any time from the renewal date.

Advance payments made after the last renewal date or, for contracts of indefinite duration, after the date on which the initial fixed-term contract was converted, are in that case refunded within thirty days of the termination date, after deducting the amounts corresponding, up to that date, to the performance of the contract.

This article applies without prejudice to those that make certain contracts subject by law to special rules on informing the consumer.

By exception to the first paragraph of this article, for contracts for the supply of a television service within the meaning of article 2 of law no. 86-1067 of 30 September 1986 on freedom of communication and for contracts for the supply of on-demand audiovisual media services, the consumer may end the contract free of charge at any time from the first renewal when he or she moves home or when his or her tax household changes.

Article L215-1-1. Where a contract was concluded electronically, or was concluded by another means and the professional, on the day the consumer terminates it, offers the consumer the possibility of concluding contracts electronically, termination is made possible by that means.

To that end, the professional provides the consumer with a free function for carrying out electronically the notification and the steps needed to terminate the contract. When the consumer gives notice of termination, the professional confirms receipt of the notice and informs the consumer, on a durable medium and within a reasonable time, of the date on which the contract ends and of the effects of termination.

A decree sets in particular the technical arrangements ensuring identification of the consumer and easy, direct and permanent access to the function mentioned in the second paragraph, such as how it is presented and used. It determines the information the consumer must provide.

Article L215-2. The provisions of this chapter, except article L. 215-1-1, do not apply to operators of drinking water and sanitation services.

Article L215-3. The provisions of this chapter also apply to contracts concluded between professionals and non-professionals.

Article L241-3. Where the professional has not made the refund under the conditions set out in article L. 215-1, the sums due bear interest at the legal rate.