

Terms and Conditions

ItinFlow - a product operated by EventScouts AG

Document version	Effective date	Language
1.0	9 July 2026	English

These Terms and Conditions govern access to and use of the ItinFlow website, application, and related services.

1. Service provider

ItinFlow is operated by:

EventScouts AG
Chamerstrasse 175
c/o Andrin Renz
6300 Zug
Switzerland

Company identification number: CHE-244.398.648

Email: contact@itin-flow.com

Authorised representative: Andrin Renz, Member of the Board

In these Terms, “ItinFlow,” “we,” “us,” and “our” refer to EventScouts AG.

2. Business use only

ItinFlow is provided exclusively for professional and business use.

It is intended for travel agencies, destination management companies, travel advisors, tour operators, and other travel-industry businesses. It is not intended for private consumers.

By using ItinFlow on behalf of a business or organisation, you confirm that you have the authority to accept these Terms on its behalf. Users must be at least 18 years old.

3. Acceptance of these Terms

By creating an account, accessing ItinFlow, or using the service, you agree to these Terms and acknowledge our Privacy Policy.

You must not use ItinFlow if you do not agree to these Terms.

4. Description of the service

ItinFlow helps travel professionals convert travel proposals and related documents into structured digital itineraries.

- Uploading travel proposals and related documents
- Extracting and organising itinerary information
- Generating structured itinerary content
- Transferring itinerary information into Axis through its API
- Storing and managing existing itineraries
- Reviewing previous conversions and activity

Available functions may change as ItinFlow develops.

5. Automated processing

ItinFlow processes uploaded proposals automatically. Outputs are not routinely reviewed or approved by EventScouts AG before delivery.

ItinFlow may use automation and artificial-intelligence providers, including n8n and Anthropic, to provide the service. Full uploaded proposals may be transmitted through n8n to Anthropic's API for document analysis and itinerary generation.

Automated systems may misinterpret source documents, omit information, place information in the wrong section, generate incomplete or inaccurate content, or produce unexpected results.

You must independently review all outputs before relying on them, transferring them, publishing them, or sharing them with travellers or third parties.

6. Axis integration

ItinFlow integrates with Axis through its API to transfer itinerary information into the customer's Axis environment.

Axis is an independent third-party platform. Its availability, functionality, security, and terms are controlled by Axis.

EventScouts AG is not responsible for outages, changes, errors, delays, data loss, or limitations originating from Axis. References to Axis do not mean that Axis owns, operates, or guarantees ItinFlow.

7. Accounts and security

You must provide accurate and complete information when creating an account.

- Maintaining the confidentiality of your login credentials
- Ensuring that each authorised user uses their own account
- Preventing unauthorised access
- All activity carried out through your account
- Informing us promptly of suspected unauthorised access or misuse

You may not sell, transfer, share, or provide access to your account to unauthorised persons. We may require you to reset login credentials or take other security measures where reasonably necessary.

8. Uploaded content

You retain ownership of proposals, documents, information, and other content that you upload to ItinFlow.

You grant EventScouts AG a limited, non-exclusive right to host, copy, transmit, analyse, structure, and otherwise process that content solely as reasonably necessary to provide ItinFlow, generate the requested output, transfer information to Axis, store and display existing itineraries, provide customer support, investigate errors, maintain platform security, and meet legal obligations.

You confirm that you have all rights, permissions, and lawful grounds required to upload and process the submitted content. You remain responsible for the legality, accuracy, completeness, and appropriateness of your uploaded content.

9. Traveller and sensitive information

Uploaded proposals may contain personal or sensitive information, including traveller names and contact details, dates of birth and nationality, passport information, booking references, dietary requirements, medical or accessibility information, information concerning children, and travel preferences and schedules.

You must only upload information that is reasonably necessary for creating or managing the relevant itinerary.

You must not upload:

- Payment-card numbers or card security codes

- Unnecessary passport copies
- Unnecessary medical records
- Information that you are not authorised to process
- Unlawful, fraudulent, or misleading content

You are responsible for ensuring that travellers and other affected persons receive any legally required privacy information and that you have an appropriate legal basis for processing their information.

10. Review and verification obligations

You are responsible for verifying all information generated, extracted, stored, or transferred through ItinFlow, including traveller names, dates and times, flight and transport details, hotel and accommodation information, prices and currencies, booking references, supplier details, availability, visa and entry requirements, health and safety information, and dietary and accessibility requirements.

You must review the final itinerary before sending it to a traveller, making a booking, confirming an arrangement, or relying on it operationally.

11. No travel or booking guarantee

ItinFlow is a software and document-processing service.

Unless expressly stated otherwise, ItinFlow does not:

- Make, confirm, or cancel bookings
- Verify prices or availability
- Verify supplier confirmations
- Monitor flight or schedule changes
- Provide visa or immigration advice
- Provide legal, medical, safety, or financial advice
- Guarantee that any travel service will take place
- Act as a travel agency, tour operator, airline, hotel, or travel supplier

You remain responsible for confirming travel arrangements directly with the relevant providers.

12. Storage and deletion

Uploaded proposals, extracted information, and generated itineraries may be retained while the customer account remains active, unless the customer deletes them earlier.

Users may delete individual proposals and existing itineraries through the deletion functions available in the application. Users may also request assistance or deletion by contacting contact@itin-flow.com.

Users may delete their account directly through the application or request account deletion by email.

Following account deletion, associated customer content will generally be deleted or anonymised within 30 days, unless longer retention is required by law, necessary for security or fraud prevention, necessary to resolve a dispute, or required to establish, exercise, or defend legal claims.

Residual copies may remain temporarily in backups until they are overwritten through the normal backup cycle. Contractual, billing, accounting, and compliance records may be retained for longer where required by applicable law.

13. Authorised access

Authorised employees, developers, and contractors may access customer content where reasonably necessary to operate the service, provide support, investigate technical problems, maintain or improve the system, protect platform security, or meet legal obligations.

Such access should be limited to persons who require it for their role and may involve personnel located in Switzerland, Vietnam, Oman, Mexico, or other countries disclosed in the Privacy Policy.

14. Third-party providers

ItinFlow relies on third-party service providers, which may include Supabase for database and file storage, n8n for workflow automation, Anthropic for artificial-intelligence processing, Axus for itinerary integration, PostHog and Google Analytics for analytics, and other authentication, hosting, email, monitoring, and security providers.

These services may be governed by their own terms and policies. We are not responsible for interruptions, changes, failures, or independent actions of third-party providers outside our reasonable control.

The processing of data through external providers may involve cross-border access or processing. Appropriate legal and contractual safeguards are used where required.

15. Acceptable use

You must not:

- Use ItinFlow for unlawful, fraudulent, or misleading purposes
- Upload content without the required rights or permissions
- Produce false or fraudulent travel documents
- Attempt to access another customer's account or information
- Bypass security or access controls
- Interfere with the operation of the service
- Introduce malware or harmful code
- Scrape, overload, or disrupt the platform
- Reverse-engineer the service except where expressly permitted by law
- Resell, sublicense, or commercially redistribute access without written permission
- Use automated systems beyond permitted usage limits
- Use ItinFlow to infringe another person's privacy, confidentiality, or intellectual-property rights

We may investigate suspected misuse and suspend or restrict access where reasonably necessary.

16. Confidentiality

Each party must treat confidential business, technical, commercial, and customer information received from the other party as confidential.

Confidential information may only be used for the purpose for which it was provided and may only be disclosed to persons who reasonably need access and are subject to appropriate confidentiality obligations.

This obligation does not apply to information that is publicly available through no breach of these Terms, was already lawfully known to the receiving party, is lawfully received from another source, or must be disclosed by law or a competent authority.

17. Intellectual property

The ItinFlow software, website, branding, design, workflows, prompts, interfaces, documentation, and underlying technology are owned by or licensed to EventScouts AG.

You receive a limited, non-exclusive, non-transferable, and revocable right to use ItinFlow for your internal professional activities in accordance with these Terms. No ownership rights in ItinFlow are transferred to you.

You may use and share generated itineraries for your legitimate business activities and for providing services to your own customers, subject to third-party rights and these Terms.

18. Feedback

You may provide ideas, suggestions, or feedback about ItinFlow. You permit EventScouts AG to use that feedback to develop, improve, and commercialise the service without payment or obligation.

We will not publicly identify you as the source of feedback without permission.

19. Beta and developing service

ItinFlow may be offered as a beta, preview, trial, or early-access service.

Beta features may be incomplete, contain errors, change without notice, be temporarily unavailable, be discontinued, or produce inconsistent results.

You should not rely on a beta feature as the sole basis for critical business or travel decisions.

20. Availability and maintenance

We aim to provide a reliable service but do not guarantee uninterrupted, secure, or error-free availability.

We may perform maintenance, deploy updates, modify features, restrict access, or temporarily suspend the service. Where reasonably possible, we will provide notice of material planned interruptions, but urgent maintenance or security work may be performed without advance notice.

21. Pricing and paid services

ItinFlow may offer free, beta, trial, individually quoted, or paid services.

Prices, subscription terms, usage allowances, taxes, billing cycles, renewal conditions, cancellation rules, and refund conditions may be displayed separately on the website, within the application, during checkout, in an order form, or in a separate written agreement.

Where separate commercial terms conflict with these Terms, the more specific commercial terms apply to the relevant service.

22. Suspension and termination

You may stop using ItinFlow at any time.

We may suspend or terminate access if you materially breach these Terms, your use creates a legal or security risk, you use the service unlawfully, you fail to pay an amount when due, continued service is prevented by a third-party provider, we are required to do so by law, or we discontinue ItinFlow.

We may suspend access immediately in cases of serious misuse, fraud, unlawful activity, or security threats. Where reasonably possible, we will give notice before terminating an account for other reasons.

23. Disclaimer of warranties

ItinFlow is provided on an “as available” basis.

To the extent permitted by law, we do not warrant that the service will always be available, every document will be processed correctly, outputs will be complete or accurate, errors will be corrected immediately, third-party integrations will remain available, the service will meet every customer requirement, or use of ItinFlow will achieve a particular commercial result.

Mandatory legal rights and warranties remain unaffected.

24. Limitation of liability

To the maximum extent permitted by applicable law, EventScouts AG is not liable for indirect, incidental, special, or consequential loss, including loss of profit or revenue, loss of business or opportunity, loss of goodwill or reputation, loss resulting from travel disruption, loss caused by incorrect bookings or supplier information, loss resulting from failure to review an output, or loss caused by third-party systems or providers.

EventScouts AG is not responsible for loss caused by inaccurate or incomplete source documents, customer instructions, unauthorised account access caused by the customer, Axus, Anthropic, n8n, Supabase, or other third parties, airlines, hotels, transport providers, or travel suppliers, or circumstances outside our reasonable control.

Nothing in these Terms excludes or limits liability for wilful misconduct, gross negligence, or any other liability that cannot be excluded or limited under applicable law.

25. Force majeure

Neither party is responsible for delay or failure caused by events outside its reasonable control, including natural disasters, war or civil unrest, government action, internet or telecommunications failures, cyberattacks, power outages, third-party platform outages, labour disputes, epidemics, or public-health emergencies.

The affected party must take reasonable steps to reduce the impact of the event.

26. Changes to the service and Terms

We may modify ItinFlow or these Terms to reflect product changes, new features, security requirements, legal or regulatory changes, changes to third-party providers, or changes to our commercial model.

The latest version will be published with an updated revision date. Where a change materially affects existing users, we may provide additional notice through the application or by email.

Continued use after the revised Terms become effective constitutes acceptance of the revised Terms.

27. Assignment

You may not transfer your rights or obligations under these Terms without our prior written consent.

EventScouts AG may transfer its rights and obligations as part of a reorganisation, financing, merger, sale of assets, or transfer of the ItinFlow business, subject to applicable law.

28. Severability

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions remain effective.

The invalid provision will be replaced by a valid provision that most closely reflects its original commercial purpose.

29. Entire agreement

These Terms, the Privacy Policy, any applicable order form, and any separate written commercial agreement constitute the agreement governing your use of ItinFlow.

They replace previous discussions or representations concerning the same subject, except in cases of fraud or where expressly agreed otherwise in writing.

30. Governing law and jurisdiction

These Terms are governed by the substantive laws of Switzerland, excluding conflict-of-law rules.

Subject to mandatory law, the courts at the registered office of EventScouts AG in Zug, Switzerland, have exclusive jurisdiction.

31. Contact

Questions concerning these Terms may be sent to:

EventScouts AG
Chamerstrasse 175
c/o Andrin Renz
6300 Zug
Switzerland
Email: contact@itin-flow.com