

# Terms of Service

## Terms of Service

Last updated: 22.11.2025

These Terms of Service ("Terms") govern the use of services provided by Ventara ("Company", "we", or "us") through the website <https://ventara.host> and <https://bill.ventara.host>. By using our services, you ("Client", "you", or "User") agree to be bound by these Terms.

### 1. Scope of Responsibility

1.1 The Client is fully responsible for any software, configurations, actions, or content stored or executed on their virtual or dedicated server.

1.2 The Company is responsible for the physical infrastructure, including host machines, networking equipment, data center connectivity, and hardware maintenance.

### 2. Company Rights and Responsibilities

2.1 Technical support is provided through the Client dashboard via ticketing system, according to the support plans listed on our website.

2.2 We are not responsible for the performance or stability of any third-party software installed by the Client, including licensed software purchased through our platform.

2.3 All services are provided "as is." We may change pricing, features, or terms at any time. Changes take effect immediately upon publication.

2.4 We ensure timely handling of hardware failures and maintain core network availability.

2.5 We do not guarantee uninterrupted operation or 100% uptime.

2.6 Scheduled maintenance is performed between 17:00–02:00 (UTC+3). Emergency maintenance may occur at any time when required.

2.7 We are not liable for disruptions caused by upstream providers, carriers, data centers, or third-party failures.

2.8 We may temporarily suspend services during maintenance, attacks, or force majeure events.

2.9 Price changes will be announced via email to the address associated with the Client's account.

### 3. Client Rights and Responsibilities

3.1 Repeated abuse notifications (e.g., scans, attacks, spam) not resolved by the Client may lead to suspension or termination without refund.

3.2 Services may not be used for activities illegal under applicable EU, US, or Georgian law, or international regulations.

3.3 The Client is fully responsible for server access, including root-level access and all consequences arising from its use.

3.4 Only legal software may be hosted.

3.5 All hosted content and activities must comply with applicable law and these Terms.

3.6 Support requests must be submitted exclusively via tickets.

3.7 Network speed depends on the purchased plan. All plans follow Fair Use Policy. After reaching a defined monthly traffic threshold (varies by plan), bandwidth may be shaped to 10–100 Mbps until the end of the billing cycle.

3.8 If temporary suspension is found to be unjustified, the service will be restored. Free plans may be revoked at our discretion in case of abuse suspicion.

#### 4. Payments

4.1 Failure to pay for the next billing cycle results in automatic suspension.

4.2 By enabling autopay, the Client authorizes recurring charges.

4.3 Autopay can be disabled at any time.

4.4 Services are activated after full payment, typically within 2 business days.

4.5 Payments are accepted via electronic methods only.

4.6 Prices are based on public tariffs at <https://ventara.host> and <https://bill.ventara.host>.

4.7 Payment processors may charge additional fees.

4.8 Service is restored within 1 hour after payment is confirmed.

4.9 Data deletion timeframes: VDS/VPS: 7 days; Game servers: 14 days; Dedicated servers: 24 hours.

4.10 Some payments may require 3D-Secure verification.

4.11 Dedicated servers are provisioned within 1–2 business days unless otherwise specified.

4.12 Promo tariffs (“PROMO”, “LC”, “SALE”) are non-refundable once activated.

#### 5. Prohibited Content and Software

Hosting or executing the following is strictly prohibited: illegal content, malware, botnets, phishing kits, mass mail tools, cryptocurrency mining, DDoS tools, scanners, unauthorized tunnels, anonymization networks, or pornographic content.

#### 6. Usage Restrictions

6.1 Proxy servers are not permitted on free or demo plans.

6.2 Kernel-level emulators require approval.

6.3 Server clustering/bundling is not permitted on free plans.

#### 7. Suspension and Termination

We may suspend or terminate services without prior notice for violations including false account data, harassment, piracy, spam, attacks, prohibited content, or threats to infrastructure.

#### 8. Limitations of Liability

We do not monitor Client content unless required. We are not liable for data loss, downtime, or financial damages. Backups are the Client's responsibility unless included.

#### 9. Refund Policy

Refunds apply only for Company-caused downtime and only for unused days. No refunds for IPs, add-ons, promo plans, bonus payments, fraud, violations, or setup fees. Refunds processed within 10 business days.

#### 10. Email Notifications

Account closure is the only way to disable all emails. By registering, the Client agrees to transactional and promotional email communications.

#### 11. SLA

Ventara guarantees 99.9% uptime monthly. SLA credits are granted as service credit. Downtime compensation equals double the outage duration.