PrimeGuest

PrimeGuest Acceptable Use Policy

Version 1.0 · Last updated 2 November 2026

This Acceptable Use Policy forms part of the Online Terms under the PrimeGuest Master Terms and applies to every Subscription Agreement that incorporates it, in every country where PrimeGuest is provided.

The Customer and its Authorised Users will not use the Platform to:

- break any law of any jurisdiction, or infringe any person's rights, including privacy and intellectual property rights;
- send spam, unsolicited promotional messages, or messages to people who have opted out, or breach the electronic marketing rules of the recipient's country;
- publish false, misleading or deceptive rates, availability, reviews or property information;
- upload obscene, defamatory, hateful or otherwise unlawful content;
- upload or transmit viruses, malware or other harmful code;
- gain or attempt unauthorised access to the Platform, other customers' data or connected systems;
- interfere with the Platform's performance, including by automated scripts or excessive requests beyond published limits;
- impersonate any person or misstate an affiliation;
- process data of any property that is not a Property;
- store data that the Agreement prohibits, including unmasked card data and identity numbers held in breach of local law; or
- access the Platform from, or provide its benefits to, any person or territory that is the target of Sanctions.

Cloud10 may remove content or suspend access that breaches this policy. Cloud10 may apply reasonable fair-use limits to messaging, storage, interface calls and AI Features, and will publish those limits in the Documentation.