

ORAYO.AI

AI-Native Operations Platform for the Places People Stay

orayoi.com

A Neurosync AI Technologies Product

TERMS OF SERVICE

Effective Date: May 20, 2026 — Version 1.0

1. Acceptance of Terms

These Terms of Service ("Terms") constitute a legally binding agreement between you and Neurosync AI Technologies ("Neurosync", "we", "our", or "us"), the developer and operator of Orayo.ai — an AI-native operations platform for residential and hospitality properties, accessible at orayoi.com and via associated mobile and web applications.

By accessing, registering for, or using any feature of the Orayo.ai platform, you confirm that you have read, understood, and agree to be bound by these Terms and our Privacy Policy. If you do not agree, you must discontinue use of the platform immediately.

These Terms apply to all users, including: residents and guests of registered properties, property owners and management committees, administrators, staff and maintenance personnel, domestic help enrolled on the platform, visitors, and service partners and vendors.

2. Platform Description

Orayo.ai is an AI-native operations platform that automates and streamlines management for the full spectrum of places people stay. The platform serves:

- Housing Societies — RWAs, gated communities, and residential complexes
- Hotels & Resorts — full-service hospitality properties
- Guest Houses & B&Bs — small and mid-scale accommodation providers
- Homestays — owner-operated short-stay residences
- Hostels — shared dormitory and budget accommodation
- Commercial Spaces — managed office parks and mixed-use complexes

Core platform modules include:

- **Orayo.ai Assistant:** AI-powered voice and text assistant for multilingual, 24x7 complaint intake, policy Q&A, and autonomous request routing using RAG technology
- **Visitor & Access:** Pre-approved visitor registration, passcode-based authentication, digital entry passes, and congestion-free gate operations
- **Service Requests:** AI auto-routing of maintenance and repair requests to the right team with up to 90% faster response times
- **Billing & Invoicing:** Digital invoice generation, payment status tracking, and consolidated financial dashboards for management
- **Amenity Booking:** Real-time facility booking for clubhouses, gyms, pools, and courts with double-booking prevention
- **Notices:** Digital notice board replacing physical boards; centralized mass notifications and community announcements
- **Polls & Approvals:** Community polls, opinion voting, and governance approvals for management committees
- **Emergency Alerts:** One-tap SOS with instant broadcast to security and management, tracked from report to resolution
- **Analytics:** Real-time dashboards with SLA compliance tracking, request patterns, staff performance, and audit-ready reports
- **Feedback:** Resident and guest feedback capture for continuous operational improvement
- **Promotions:** Hyper-local service partner promotions targeted to specific communities with performance reporting
- **Staff Directory:** Verified listing of property staff, service providers, and domestic help
- **Exit Pass:** Tracked exit authorization for applicable property types

3. Eligibility and Registration

3.1 Eligibility

- You must be at least 18 years of age, or have verifiable parental or guardian consent if under 18
- You must be a bona fide resident, guest, administrator, staff member, or approved partner of a registered property
- You must have the legal authority to agree to these Terms on your own behalf or on behalf of an organization
- Organizations registering on behalf of a property confirm they are authorized to do so

3.2 Account Security

You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account. Notify us immediately at contact@orayoi.com if you suspect unauthorized access. Orayo.ai is not liable for losses caused by your failure to safeguard your credentials.

3.3 Accurate Information

You agree to provide and maintain accurate, complete, and current account information. Providing false or misleading information may result in immediate suspension or termination of your account.

4. Acceptable Use

4.1 Permitted Uses

- Submitting genuine maintenance complaints, service requests, and operational feedback
- Managing visitor registrations, pre-approvals, and gate entry using the Visitor & Access module
- Booking community amenities and facilities for personal, non-commercial use
- Receiving emergency alerts, society notices, and community communications
- Participating in polls, governance activities, and community events
- Viewing maintenance invoices, tracking payment status, and downloading billing records
- Using the Orayo.ai Assistant to raise requests or query property policies

4.2 Prohibited Activities

You expressly agree not to:

- Submit false, fraudulent, or fabricated complaints, visitor records, or emergency alerts
- Attempt to gain unauthorized access to other users' accounts, administrative functions, or restricted data
- Harass, threaten, defame, or intimidate other residents, guests, staff, or visitors through the platform
- Introduce malware, viruses, bots, scripts, or any malicious code into the platform
- Attempt to manipulate, circumvent, or reverse-engineer the Orayo.ai AI systems, including through prompt injection or adversarial inputs
- Scrape, harvest, or systematically collect other users' personal data
- Use the platform for any illegal purpose or in violation of applicable law
- Impersonate any resident, staff member, administrator, or Orayo.ai representative
- Post or transmit obscene, hateful, discriminatory, or otherwise inappropriate content
- Abuse the amenity booking, parking, or visitor management systems to deny access to other users
- Reproduce, distribute, sublicense, or commercially exploit platform content or functionality without written authorization
- Interfere with, overload, or disrupt platform infrastructure or normal operations

5. The Orayo.ai AI Assistant

The Orayo.ai Assistant uses natural language processing and Retrieval-Augmented Generation (RAG) to process your voice and text inputs, answer policy and procedural queries from your

property's own documents, and autonomously route service requests to the appropriate team — without human intervention for the routine majority.

By using the AI Assistant, you consent to your inputs being processed by our AI systems and logged for service delivery, audit, and quality improvement. AI-generated outputs are provided for operational convenience and do not constitute professional, legal, medical, or safety advice. Orayo.ai does not warrant the accuracy of any AI output.

You agree not to attempt to manipulate, deceive, or circumvent the AI Assistant through adversarial prompts, prompt injection, or any technique designed to produce unauthorized outputs or bypass platform policies.

6. Pricing, Plans, and Billing

6.1 Subscription Tiers

Orayo.ai offers the following subscription tiers for property operators:

- **Freemium:** No-cost trial tier with capped service requests, limited policy Q&A, smart visitor management, and basic staff dashboard access
- **Starter:** Unlimited AI-routed service requests, RAG-based policy Q&A, co-white-label branding, feedback capture, and basic compliance reports
- **Growth:** Everything in Starter, plus full white-label, unlimited mass notifications, verified domestic help directory, advanced analytics, resident engagement features, and process auditability
- **Enterprise:** Everything in Growth, plus IoT integrations (boom barriers, CCTV, biometric), payments gateway, advanced dashboards, emergency alerts, digital marketplace, events gallery, and a dedicated success manager

6.2 Revenue-Share Model

Qualifying properties may access Orayo.ai services at zero cost through a revenue-sharing arrangement. Under this model, the property generates passive income through community-targeted service partner promotions, which funds platform costs, maintenance, and modernization. Details are available at orayoai.com/pricing.

6.3 Maintenance Dues

Maintenance dues, society levies, and guest charges displayed within the platform are set and managed by the respective property's administration. Orayo.ai is not a party to billing disputes between residents, guests, and their property management.

7. White-Label and Branding

Properties on Starter plans may operate with co-white-label branding (property branding alongside Orayo.ai branding). Properties on Growth and Enterprise plans may operate with full white-label branding (property branding without visible Orayo.ai branding). All white-label arrangements are governed by a separate service agreement with Neurosync AI Technologies. White-labelling does not transfer ownership of any underlying intellectual property.

8. Visitor Management and Access Control

Residents and authorized users who pre-approve visitors are responsible for the conduct of those visitors within the property. By using the Visitor & Access module, visitors consent to having their entry logged, their identification verified, and their visit data retained as described in our Privacy Policy.

The platform supports passcode-based authentication for visitor entry. Users must not share or transfer visitor passcodes to unauthorized individuals. Misuse of visitor access features — including approving entries for unverified individuals — is a violation of these Terms.

9. Emergency Alerts

The Emergency Alerts module (one-tap SOS) is intended exclusively for genuine safety emergencies. Misuse — including false alarms, unauthorized testing, or repeated frivolous activations — constitutes a serious violation of these Terms and may result in account suspension, financial penalties, and referral to law enforcement. Orayo.ai cooperates fully with any investigation into emergency alert misuse.

10. Service Partner Promotions

The Orayo.ai Promotions module enables verified local businesses to run targeted campaigns within consenting housing communities. Service partners acknowledge that: (a) promotion content must be accurate, non-deceptive, and compliant with applicable advertising laws; (b) performance data provided is anonymized; (c) Orayo.ai reserves the right to reject or remove any promotion that violates these Terms or applicable law; and (d) category exclusivity available on Premium Spotlight placements is enforced per community per active campaign period.

11. IoT Integrations (Enterprise)

Enterprise-tier properties may integrate Orayo.ai with third-party hardware and software systems, including boom barriers, CCTV systems, biometric access devices, and external billing software. Orayo.ai provides integration interfaces but is not responsible for the operation, maintenance, or data security of third-party hardware or software. Users must ensure that all integrated systems comply with applicable data protection and safety regulations.

12. Intellectual Property

12.1 Platform Ownership

All elements of the Orayo.ai platform — including software, AI models, algorithms, interface design, brand identity, content, and documentation — are the exclusive intellectual property of Neurosync AI Technologies and are protected under applicable Indian and international intellectual property laws. Nothing in these Terms transfers any ownership rights to you.

12.2 User-Submitted Content

By submitting complaints, feedback, voice recordings, photographs, or other content, you grant Neurosync AI Technologies a non-exclusive, royalty-free, worldwide license to process, store, and use that content for platform operations and improvement. You confirm that you own or have the rights to any content you submit.

13. Disclaimers and Limitation of Liability

13.1 Service Availability

Orayo.ai is provided on an "as available" basis. We do not guarantee uninterrupted or error-free service. Planned maintenance, third-party service disruptions, or force majeure events may cause temporary unavailability. We will endeavour to provide advance notice of planned downtime.

13.2 AI Outputs

AI-generated outputs — including request classifications, routing decisions, and policy answers — are provided for operational convenience. Orayo.ai does not warrant their accuracy, completeness, or fitness for any particular purpose. Critical safety, legal, and financial decisions must involve human review.

13.3 Limitation of Liability

To the maximum extent permitted by applicable law, Neurosync AI Technologies shall not be liable for indirect, incidental, consequential, special, punitive, or exemplary damages arising from your use of or inability to use the platform. Our total liability to any user shall not exceed the amount paid by that user to Orayo.ai in the twelve months preceding the claim.

14. Indemnification

You agree to indemnify and hold harmless Neurosync AI Technologies, its directors, officers, employees, and affiliates from any claims, liabilities, damages, and expenses (including legal fees) arising from: (a) your use of the platform; (b) your violation of these Terms; (c) your violation of any third-party rights; or (d) content you submit to the platform.

15. Termination and Suspension

Orayo.ai may suspend or terminate your account at any time, with or without notice, for:

- Violation of any provision of these Terms
- Submission of fraudulent data, false complaints, or unauthorized emergency alerts
- Conduct harmful to other users, staff, or the community
- Non-payment of applicable subscription fees (for operator accounts)
- Cessation of your residency, employment, or authorized role at the registered property
- Written request by the property's management committee or authorized administrator

Upon termination, your right to access the platform ceases immediately. Data retention following termination is governed by our Privacy Policy and applicable legal obligations.

16. Governing Law and Dispute Resolution

These Terms are governed by the laws of India, including the Information Technology Act, 2000 and the Digital Personal Data Protection Act, 2023 (DPDP Act). Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of courts in India.

The parties agree to first attempt resolution through good-faith negotiation. Disputes unresolved within 30 days may be submitted to binding arbitration under the Arbitration and Conciliation Act, 1996.

17. Modifications

Orayo.ai may update these Terms at any time. Material changes will be communicated via in-app notification or email at least 14 days before taking effect. Continued use of the platform after the effective date constitutes acceptance of the revised Terms.

18. General Provisions

- **Entire Agreement:** These Terms, together with the Privacy Policy and any applicable service agreements, constitute the entire agreement between you and Neurosync AI Technologies regarding your use of the platform.
- **Severability:** If any provision is found unenforceable, it will be modified to the minimum extent necessary, and the remaining provisions will remain in full force.
- **Waiver:** Failure to enforce any provision does not constitute a waiver of that right.
- **Assignment:** You may not assign your rights without our written consent. We may assign our rights in connection with a merger, acquisition, or sale of assets.
- **Force Majeure:** We are not liable for delays caused by events beyond our reasonable control, including natural disasters, government actions, or third-party service failures.
- **Language:** These Terms are provided in English. In case of conflict between any translation and the English version, the English version prevails.

19. Contact

For legal notices, support, or inquiries:

- Legal — contact@orayoai.com
- Support — contact@orayoai.com
- Security — contact@orayoai.com
- Website — orayoai.com
- Book a Demo — orayoai.com/book-a-demo
- Company — Neurosync AI Technologies

By using Orayo.ai, you acknowledge that you have read, understood, and agreed to these Terms of Service.

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