

Terms and Conditions

Last updated: January 2026

1. Introduction

These Terms and Conditions govern your use of the Hercules AI Voice Receptionist service operated by Avalora Labs. By accessing or using our services, you agree to be bound by these terms.

2. Services Provided

Hercules provides AI-powered voice receptionist services including automated call answering, appointment and reservation booking, call routing, and related features.

3. Eligibility

You must be at least 18 years old and authorized to represent your business to use our services.

4. Account Setup & Responsibilities

You are responsible for providing accurate business information, maintaining account security, and ensuring compliance with local laws related to call recording and customer consent.

5. Pricing & Billing

- A one-time setup fee is charged before service activation.
- Monthly service fees are billed in advance.
- AI talk time is billed per minute at agreed rates.
- Additional usage charges may apply based on call volume or integrations.

6. Call Recording & AI Processing

Calls may be recorded and processed by artificial intelligence systems for service delivery, quality assurance, analytics, and training purposes. You are responsible for informing callers and obtaining any legally required consent.

7. Acceptable Use

You agree not to misuse the service, attempt unauthorized access, use the service for unlawful purposes, or interfere with system performance.

8. Service Availability

We strive to maintain high service availability but do not guarantee uninterrupted service. Scheduled maintenance or unforeseen issues may result in temporary downtime.

9. Data Protection & Privacy

Your use of the service is also governed by our Privacy Policy, which explains how data is collected, used, and protected.

10. Termination

Either party may terminate the service with written notice. Outstanding fees remain payable upon termination.

11. Limitation of Liability

To the maximum extent permitted by law, Avalora Labs shall not be liable for indirect, incidental, or consequential damages arising from use of the service.

12. Indemnification

You agree to indemnify and hold harmless Avalora Labs against claims arising from your use of the service, including failure to obtain required call recording consent.

13. Changes to Terms

We may update these Terms and Conditions from time to time. Continued use of the service constitutes acceptance of updated terms.

14. Governing Law

These terms are governed by the laws of the applicable jurisdiction where Avalora Labs operates, without regard to conflict of law principles.

15. Contact Information

For questions regarding these Terms and Conditions, please contact us at support@avaloralabs.com.