

# Terms of Use

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## 1. About these terms

These Terms of Use are an agreement between you and **Hydrate Apps Ltd** ("we", "us", "our") for your use of the Dreamlight Guide app on iOS and Android, and any related services (together, the "App").

Hydrate Apps Ltd, Baronsgrange Close, Belfast, Northern Ireland. Contact: [dev@hydrateapps.com](mailto:dev@hydrateapps.com).

By downloading or using the App you agree to these terms and to our Privacy Policy, which explains how we handle your personal data. If you do not agree, do not use the App.

If you download the App from the Apple App Store, Apple's Licensed Application End User License Agreement also applies. Where it conflicts with these terms, these terms apply to the extent Apple permits.

## 2. Eligibility and accounts

You can use the App without an account. In that case your data stays on your device only.

To use Cloud Sync, or to subscribe to Cloud Max, you must sign in with **Sign in with Apple** or **Sign in with Google**. You can link both methods to one account so it works on iPhone and Android.

- You must be old enough to agree to these terms where you live, or have a parent or guardian's permission. You must be at least 13 to create an account.
- You are responsible for keeping your Apple or Google account secure. Activity under your account is treated as yours.
- Each account is for one person. Do not share it or create accounts for others without their permission.
- If you sign in with a different method or account on another device, you may create a separate account. Sign in the same way on each device to see the same data.

## 3. The App and its features

Dreamlight Guide is a companion app for players of Disney Dreamlight Valley. Features include:

- Guides and reference data for collections, characters, companions, mounts, recipes, crops and other in-game items
- Catalogue and favourites tracking, character levels, roles and gifts
- Star Path, DreamSnaps, Goofy's Stall and restaurant helpers
- Daily tasks, gifts and critter tracking, and to-do lists
- My Garden, with optional local reminders when crops are ready
- Customisable home screens and collection filters
- Optional Cloud Sync across your devices (see section 5)

The free version of the App shows advertising. Some features need a one-off purchase or a subscription (see section 4).

**Game data.** We build our guides from public sources and our own research. Game updates may change items, prices or timings before we update the App. We do our best to keep it accurate but do not promise that all information is complete or current.

**Availability.** We may add, change or remove features, or suspend the App for maintenance. Some features need an internet connection. If we remove a feature you paid for, section 4 explains what happens.

## 4. Subscriptions and purchases

All payments are taken by Apple (App Store) or Google (Google Play), not by us. Their payment terms apply, and we never see your card details.

**One-off purchases.** Premium, Remove Ads, Favourites, Goofy's Stall and My Garden are one-off purchases. They unlock their feature for as long as we offer the App and are tied to your Apple or Google store account. Use **Restore Purchases** to get them back on a new device.

**Cloud Max subscription.** Cloud Max unlocks Cloud Sync and every premium feature.

| Plan    | UK price (incl. VAT) |
|---------|----------------------|
| Monthly | £2.39 per month      |
| Annual  | £23.99 per year      |

Prices in other countries are set by the store in local currency. The price you pay is shown before you confirm.

- **Auto-renewal.** Your subscription renews automatically at the end of each period, at the then-current price, unless you cancel at least 24 hours before it ends. Your store account is charged within 24 hours before renewal.

- **Free trials and offers.** New subscribers may get a 7-day free trial. Existing Premium owners may be offered a discount instead, such as 2 months free on the monthly plan or a reduced first year on the annual plan. Unless you cancel at least 24 hours before a trial or offer ends, the subscription continues at the full price. Each store allows one trial or introductory offer per customer.
- **Cancelling.** Cancel in your App Store or Google Play subscription settings. The App links there from the Account screen. Deleting the App or your account does **not** cancel a subscription. After cancelling, you keep access until the end of the period you paid for.
- **Price changes.** We may change prices. The store will tell you in advance and, where required, ask for your consent.
- **Refunds.** Refunds are handled by Apple or Google under their policies. Contact them first; we can help if you have trouble.
- **Your right to cancel.** By starting a subscription or purchase, you ask for the digital content to be supplied straight away and accept that you lose your 14-day statutory right to cancel once it is supplied. This does not affect your other legal rights.
- **Purchases on another account.** Purchases belong to the account signed in when you bought them. If a store purchase is already linked to a different Dreamlight Guide account, the App will tell you. Contact us to transfer it.

**When a subscription ends,** Cloud Sync pauses and the App keeps working with the data on your device. We keep your cloud data for 90 days, then delete it, as set out in section 5.

## 5. Cloud Sync and your content

Cloud Sync keeps your progress (catalogue, favourites, levels, Star Path, garden, restaurant, daily tasks, to-dos, home layout, filters and some settings) in your account, so it is shared across your devices. It needs a signed-in account and an active Cloud Max subscription.

- **Your data stays yours.** You give us permission to store, copy and process it only to provide Cloud Sync and the App.
- **Device copy.** The App always keeps a full copy on your device. Turning off Cloud Sync or signing out leaves that copy in place.
- **Merging.** When you turn on Cloud Sync on a device that already has data, you choose to merge it with your cloud data or replace the device's data. Replacing cannot be undone.
- **Conflicts.** If the same item is changed on two devices, the most recent change wins.

- **Lapsed subscriptions.** If Cloud Max ends, your cloud data is kept for 90 days. We email you before deleting it, then delete it on day 90. Resubscribe before then to keep it. Your device copy is not affected.
- **Export.** You can ask for a copy of your cloud data from the Account screen (**Email me my data**). We email it to your account address as a JSON file.
- **Backups are not guaranteed.** We take reasonable care, but Cloud Sync is not a guaranteed backup. Keep your devices' data in mind before deleting the App or replacing data.

## 6. Acceptable use

You agree not to:

- Copy, scrape, resell or redistribute the App or its data, except for your personal, non-commercial use
- Reverse engineer, decompile or tamper with the App, its servers or its purchase and subscription checks, except where the law allows
- Access other users' data, or try to get around security, rate limits or access controls
- Use the App to break any law or anyone else's rights
- Overload, disrupt or attack the App or our service providers

We may suspend or end your access if you break these rules (see section 10).

## 7. Intellectual property and unofficial fan app disclaimer

**Dreamlight Guide is an unofficial fan-made app.** The App and Hydrate Apps Ltd are not affiliated with, associated with, authorised, endorsed, sponsored or approved by The Walt Disney Company, Gameloft SE, or any of their subsidiaries or affiliates, in any way.

Disney, Disney Dreamlight Valley, and all related characters, names, images, artwork, logos and other game content are trademarks and/or copyright of their respective owners. Gameloft and its logos are trademarks of Gameloft SE. All trademarks and copyright remain the property of their respective owners and creators.

Any game content shown in the App, such as item names, images and descriptions, is used for the purposes of commentary, review, reference and information for players, under the principles of fair use (fair dealing under UK law). No claim of ownership is made over that content. If you own rights in any content in the App and believe it is used improperly, contact [dev@hydrateapps.com](mailto:dev@hydrateapps.com) and we will review it promptly.

The App itself, including its code, design, original text, compilation of data and the Dreamlight Guide and Hydrate Apps names, belongs to Hydrate Apps Ltd. We give you a personal, non-exclusive, non-transferable, revocable licence to use the App on devices you own or control, in line with these terms and the store's rules.

## 8. Third-party services

The App relies on third-party services, each with its own terms:

| Service                            | Used for                                    |
|------------------------------------|---------------------------------------------|
| Apple App Store, Google Play       | Downloads, payments, subscriptions, refunds |
| Sign in with Apple, Google Sign-In | Signing in                                  |
| RevenueCat                         | Managing purchases and subscriptions        |
| Supabase                           | Accounts, Cloud Sync, game reference data   |
| Google AdMob                       | Advertising in the free version             |
| Google Firebase                    | Analytics, crash reports, in-app messages   |
| IONOS                              | Account and data emails                     |

We are not responsible for these services or for ads shown by AdMob. Ads may link to other sites and apps, which have their own terms. Our Privacy Policy explains what data each service receives.

## 9. Disclaimers and limitation of liability

Nothing in these terms limits your statutory rights as a consumer, or our liability for death or personal injury caused by our negligence, for fraud, or for anything else the law does not allow us to limit.

Subject to that:

- The App is provided "as is" and "as available". We do not promise it will be uninterrupted, error-free, or that game data will always be accurate or current.
- We are not liable for losses that were not foreseeable, for business losses, or for loss of in-game progress or decisions you make in the game based on the App.
- We are not liable for loss of data caused by your device, your store or sign-in account, choices you make (such as replacing a device's data or deleting your account), or events outside our reasonable control.

- Our total liability to you for any claim about the App is limited to the amount you paid us in the 12 months before the claim, or £50 if greater.

If digital content we supply is faulty, you may have a right to a repair, replacement or refund under the Consumer Rights Act 2015.

## 10. Account deletion and termination

**You can delete your account at any time** from the App: Account & Cloud Sync, then **Delete account**. You can also email [dev@hydrateapps.com](mailto:dev@hydrateapps.com) from your account's email address.

Deleting your account permanently removes your account, your cloud data and your purchase history with RevenueCat, and we email you a confirmation. Data on your device stays until you delete the App. Deleting your account does not cancel a store subscription: cancel it in your App Store or Google Play settings first.

We may suspend or close your account if you seriously or repeatedly break these terms, if the law requires it, or if we stop offering the App. Where we can, we will give you notice and a chance to export your data. If we stop offering Cloud Max, we will give you reasonable notice and you will not be charged for future periods.

## 11. Changes, governing law and contact

**Changes.** We may update these terms when the App or the law changes. We will change the date at the top and, for significant changes, tell you in the App before they apply. If you keep using the App after that, the new terms apply.

**General.** If any part of these terms is found invalid, the rest still applies. If we do not enforce a right straight away, we can still enforce it later. You may not transfer your rights under these terms. We may transfer ours to another business that takes over the App, without reducing your rights.

**Governing law.** These terms are governed by the law of Northern Ireland. The courts of Northern Ireland have jurisdiction, but if you live elsewhere in the UK or in the EU, you can also bring a claim in your local courts and keep the protection of your local consumer laws.

**Contact.** Hydrate Apps Ltd, Baronsgrange Close, Belfast, Northern Ireland. Email: [dev@hydrateapps.com](mailto:dev@hydrateapps.com).