

THE VILR

Terms of Service

Effective Date: July 1, 2026 **Last Updated:** July 1, 2026

1. Agreement to These Terms

Welcome to The Vilr. These Terms of Service (“Terms”) constitute a legally binding agreement between you and The Vilr, LLC (“The Vilr,” “we,” “us,” or “our”) governing your access to and use of The Vilr platform, including our website at thevilr.com and any related mobile applications (collectively, the “Platform”).

BY CREATING AN ACCOUNT OR USING THE PLATFORM, YOU AGREE TO BE BOUND BY THESE TERMS. IF YOU DO NOT AGREE, DO NOT USE THE PLATFORM.

We reserve the right to update these Terms at any time. We will notify you of material changes via email or a prominent notice on the Platform. Your continued use after any changes constitutes acceptance of the updated Terms.

2. Description of The Vilr Platform

The Vilr is an online community marketplace that facilitates connections between community members seeking assistance with everyday household, childcare, errand, and personal support tasks (“Vilr Moms”) and independent service providers who offer such assistance (“Support Moms”).

THE VILR IS A TECHNOLOGY PLATFORM AND FACILITATOR ONLY. The Vilr is not a cleaning service, staffing agency, childcare provider, or service provider of any kind. The Vilr does not employ, direct, supervise, or control Support Moms. All services are provided directly by Support Moms as independent contractors.

3. Eligibility & Community Standards

To use the Platform, you must:

- Be at least 18 years of age
- Be legally authorized to enter into binding contracts under applicable law
- Have a valid email address and phone number
- Not have been previously suspended or removed from the Platform

The Vilr is a community built on trust, mutual respect, and genuine care for one another. All users of the Platform agree to engage with other community members with reliability, professionalism, and good faith. Conduct that violates these standards is grounds for account suspension or termination.

4. Account Registration & Security

You must create an account to use the Platform. You agree to provide accurate, current, and complete information during registration and to keep your account information updated.

You are responsible for maintaining the confidentiality of your login credentials and for all activity that occurs under your account. Notify us immediately at support@thevilr.com of any unauthorized use of your account.

Background Checks: All users are required to pass a background check before accessing the Platform. Background checks are conducted through a third-party screening provider and include a national criminal history search and sex offender registry scan. The Vilr does not collect, handle, or store government-issued identification or Social Security Numbers — all identity screening is performed directly by the third-party provider through their own secure, compliant process. By registering, you authorize The Vilr to initiate a background check on your behalf and consent to the third-party provider's collection and processing of your information in accordance with their privacy policy and the Fair Credit Reporting Act (FCRA).

5. Support Moms — Service Providers

5.1 Independent Contractor Status

Support Moms are independent contractors, not employees, agents, or partners of The Vilr. The Vilr does not control the manner, method, or means by which Support Moms perform services. Support Moms are solely responsible for:

- The quality, safety, and legality of the services they provide
- Their own taxes, insurance, and compliance with applicable laws
- All equipment, supplies, and transportation necessary to perform services
- Their own conduct and interactions with Vilr Moms

5.2 Setting Rates & Accepting Tasks

Support Moms set their own hourly rates. The Vilr does not set, guarantee, or influence the rates charged by Support Moms. Support Moms may accept or decline any task request at their sole discretion.

5.3 Earnings & Payments

Payments for services are processed through Stripe Connect. When a Vilr Mom books a Support Mom, an authorization hold is placed on the Vilr Mom's payment method for the estimated service amount. The hold is captured — and the Support Mom's earnings transferred directly to her connected bank account — when the Support Mom marks the task as complete.

If the Vilr Mom does not dispute the completed task and does not make a payment attempt within 24 hours of task completion, the authorized amount is automatically captured. Earnings are deposited to the Support Mom's connected bank account on Stripe's standard payout schedule. The Vilr has no control over Stripe's processing times.

The Vilr collects a platform fee from each transaction (see Section 6.2). This fee is deducted at the time of capture and does not reduce the Support Mom's agreed hourly rate. Standard payment processing fees charged by Stripe are also deducted as a cost of digital payment processing.

5.4 Taxes

Support Moms are independent contractors and solely responsible for reporting and paying all applicable federal, state, and local taxes on their earnings. Payments are processed directly through each Support Mom's own Stripe Connect account. Stripe issues tax forms

(including Form 1099-K, where applicable) directly to Support Moms who meet IRS reporting thresholds. The Vilr does not issue tax forms to Support Moms. Support Moms should consult a tax professional regarding their individual obligations.

5.5 Insurance

Support Moms are strongly encouraged to maintain appropriate personal liability insurance. The Vilr does not provide insurance coverage for Support Moms or for services performed through the Platform.

6. Vilr Moms — Requesting Support

6.1 Posting Requests

Vilr Moms may post requests for support through the Platform. Requests must accurately describe the tasks needed and any relevant conditions (pets, entry instructions, special requirements). Misleading or false task descriptions are prohibited.

6.2 Platform Fees

Vilr Moms are charged a Platform Fee of \$2.99 and a Service Fee of 5% of the total service amount per completed transaction. These fees are disclosed prior to booking confirmation. The Vilr reserves the right to update its fee structure with reasonable advance notice.

Tips are optional and set entirely at the Vilr Mom's discretion. When a tip is given, it is processed as a separate charge at the time of submission and goes directly to the Support Mom in full. Tips are not subject to The Vilr's platform or service fees.

6.3 Payment Authorization & Capture

When a booking is confirmed, an authorization hold is placed on your payment method for the estimated service amount. You will not be charged until the Support Mom marks the task complete. If you do not dispute the completed task within 24 hours of completion, the authorized amount will be automatically captured. If you have an issue with a completed task, you must report it through the Platform within 24 hours of task completion.

6.4 Failed Payments & Account Restrictions

If payment capture fails (for example, due to an expired card or insufficient funds), you will be notified and given the opportunity to update your payment method and retry. Until the outstanding payment is resolved, your account will be restricted from booking additional Support Moms. You remain responsible for the full amount owed for any completed task regardless of initial payment failure.

6.5 Cancellations

Cancellation terms between Vilr Moms and Support Moms should be agreed upon at the time of booking. The Vilr is not responsible for disputes arising from cancellations.

7. Permitted & Prohibited Services

7.1 Permitted Services

The Platform is designed to facilitate support with everyday household and personal tasks, including: laundry, cleaning, home organization, grocery shopping, general errands, childcare, and similar personal assistance tasks.

7.2 Childcare Services — Background Check Notice

The Vilr supports childcare-related service categories, including babysitting, nanny services, newborn and infant care, after-school care, homework help, and tutoring. All users of the Platform have passed a background check prior to access.

Important Limitation: Background checks conducted through the Platform include a national criminal history search and sex offender registry scan. They do not include fingerprint-based FBI database checks or Child Protective Services (CPS) registry searches.

The Vilr is a technology marketplace, not a childcare provider, staffing agency, or licensed childcare referral service. The Vilr makes no representations regarding the fitness, qualifications, or suitability of any user for childcare services beyond the background check described above.

Parents and guardians are solely responsible for conducting their own interviews, reference checks, and due diligence before booking any childcare service through the Platform. By booking a childcare service, you acknowledge that you have read and understood this notice and accept full responsibility for your own vetting process.

Annual Re-Verification: Support Moms offering childcare categories are required to complete background re-verification annually to maintain eligibility to offer childcare services on the Platform. Failure to complete re-verification will result in removal of childcare service categories from the Support Mom's profile until re-verification is complete.

7.3 Prohibited Services

The following services are strictly prohibited on the Platform:

- Any illegal services or activities
 - Services requiring professional licensing (medical care, legal advice, financial advice, licensed contracting, etc.)
 - Services involving the handling, storage, or transportation of controlled substances
 - Any service that places a minor at risk
 - Sexual or adult services of any kind
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8. User Conduct

All users agree to:

- Treat all other users with respect, dignity, and courtesy
- Communicate honestly and in good faith
- Not harass, threaten, discriminate against, or harm any other user
- Not use the Platform for any fraudulent, deceptive, or illegal purpose
- Not attempt to circumvent the Platform's payment system by arranging off-platform payments for services initially booked through The Vilr
- Not collect, store, or misuse other users' personal information
- Not post false, misleading, or defamatory content including reviews

Violations of this conduct policy may result in immediate account suspension or permanent termination at The Viltr's sole discretion.

9. Community Features

9.1 Resources — Events

The Viltr includes an Events feature within the Resources tab that allows users to create and share community events, including Play Dates, Coffee Dates, Moms Nights Out, Fitness Activities, Community Events, and other gatherings. Users may RSVP to events, and attendee information (name and profile photo) may be visible to other users viewing the event. By creating or RSVPing to an event, you consent to your name and profile photo being displayed in connection with that event.

9.2 Resources — Donations

The Viltr includes a Donations feature that allows users to offer items — such as children's clothing, toys, books, and household items — to other community members at no cost. Donations are free only; no payment is facilitated through this feature. By posting a donation, you agree that other users in your area may contact you through in-app messaging to claim or inquire about the item.

9.3 Business Directory

The Viltr includes a local Business Directory that allows users to discover businesses in their area. Business profile information is visible to all users. Depending on a business's subscription tier, users may be able to send that business a direct in-app message.

9.4 User Search & Privacy Settings

The Platform allows users to search for other Viltr Moms and Support Moms within their local radius. Any user may set their profile to **private** at any time through their account settings, which removes them from search results while allowing continued use of the Platform.

10. Ratings & Reviews

The Viltr may allow users to rate and review each other following completed tasks. Reviews must be honest, fair, and based on genuine experience. You agree not to post fake reviews, incentivize reviews, or use the review system to harass other users. The Viltr reserves the right to remove reviews that violate these Terms or our community standards.

11. Intellectual Property

The Viltr name, logo, platform design, and all content created by The Viltr ("Our Content") are owned by The Viltr, LLC and protected by applicable intellectual property laws. You may not reproduce, distribute, modify, or create derivative works from Our Content without express written permission.

By posting content on the Platform (task descriptions, reviews, profile information, photos), you grant The Viltr a non-exclusive, royalty-free, worldwide license to use, display, and distribute that content in connection with operating and promoting the Platform.

12. Privacy

Your use of the Platform is governed by our Privacy Policy, which is incorporated into these Terms by reference. By using the Platform, you consent to the collection and use of your information as described in our Privacy Policy.

13. Disclaimers & Limitation of Liability

13.1 Platform Disclaimer

THE VILR PLATFORM IS PROVIDED “AS IS” AND “AS AVAILABLE” WITHOUT WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED. THE VILR DOES NOT WARRANT THAT THE PLATFORM WILL BE UNINTERRUPTED, ERROR-FREE, OR FREE OF HARMFUL COMPONENTS.

13.2 No Endorsement of Support Moms

The Viltr does not endorse, recommend, or guarantee any Support Mom. The Viltr is not responsible for the quality, safety, legality, or reliability of services provided by Support Moms. Users interact with each other at their own risk.

13.3 Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE VILR, LLC AND ITS OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES ARISING FROM YOUR USE OF THE PLATFORM OR ANY SERVICES ARRANGED THROUGH IT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE VILR’S TOTAL CUMULATIVE LIABILITY TO YOU FOR ANY CLAIMS ARISING FROM THESE TERMS OR YOUR USE OF THE PLATFORM SHALL NOT EXCEED THE GREATER OF (A) THE AMOUNT YOU PAID TO THE VILR IN THE THREE MONTHS PRECEDING THE CLAIM, OR (B) ONE HUNDRED DOLLARS (\$100.00).

14. Indemnification

You agree to defend, indemnify, and hold harmless The Viltr, LLC and its officers, directors, employees, and agents from and against any claims, damages, losses, liabilities, costs, and expenses (including reasonable attorneys’ fees) arising from: (a) your use of the Platform; (b) any services you provide or receive through the Platform; (c) your violation of these Terms; or (d) your violation of any third-party rights.

15. Dispute Resolution & Arbitration

PLEASE READ THIS SECTION CAREFULLY — IT AFFECTS YOUR LEGAL RIGHTS. This section requires arbitration of most disputes and waives your right to a jury trial or class action.

15.1 Informal Resolution First

Before initiating arbitration, you agree to contact us at support@thevilr.com and attempt to resolve the dispute informally for at least 30 days.

15.2 Binding Arbitration

If informal resolution fails, any dispute, claim, or controversy arising from or relating to these Terms or the Platform shall be resolved by binding individual arbitration administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules. Arbitration shall take place in Polk County, Florida, or remotely if agreed by both parties.

15.3 Class Action Waiver

YOU AND THE VILR EACH WAIVE THE RIGHT TO A JURY TRIAL AND TO PARTICIPATE IN CLASS ACTION LITIGATION. All disputes must be brought in your individual capacity only, not as a plaintiff or class member in any class or representative proceeding.

15.4 Exceptions

Either party may seek emergency injunctive relief from a court of competent jurisdiction in Polk County, Florida to protect intellectual property rights or prevent imminent harm, without waiving the right to arbitration.

16. Governing Law

These Terms are governed by and construed in accordance with the laws of the State of Florida, without regard to its conflict of law provisions. To the extent any claim is not subject to arbitration, you consent to the exclusive jurisdiction of the state and federal courts located in Polk County, Florida.

17. Termination

The Vilr reserves the right to suspend or terminate your account at any time, with or without notice, for any violation of these Terms or for any conduct we determine is harmful to our community, users, or platform.

You may close your account at any time by contacting support@thevilr.com. Upon termination, your right to use the Platform ceases immediately. Any pending transactions or earned balances will be processed in accordance with our payment policies.

18. Miscellaneous

Entire Agreement: These Terms, together with our Privacy Policy, constitute the entire agreement between you and The Vilr regarding the Platform.

Severability: If any provision is found unenforceable, the remaining provisions remain in full force.

Waiver: Failure to enforce any right or provision is not a waiver of future enforcement.

Assignment: The Vilr may assign these Terms without restriction. You may not assign your rights without our written consent.

Contact: