

Vaeoria Terms & Conditions

Clinic SaaS and Implementation & Launch terms | Effective 27 September 2026

1. Agreement

These terms govern business use of Vaeoria by dental clinics and practices. By submitting an implementation or subscription request, activating an account or using the service, the Clinic agrees to these terms and confirms that the person accepting them has authority to bind the Clinic.

2. Service

Vaeoria is cosmetic dental patient-acquisition, guided photo-capture and enquiry conversion software. Services may include a clinic-branded portal, six-view photo capture, private image submission, enquiry and conversion workflows, consultation workflow, source attribution, analytics, staff access, recapture requests and notifications. Functionality may vary by plan.

3. Clinical boundary

Vaeoria is not a dental clinic, healthcare provider, clinical record system, practice-management system, treatment-planning system, diagnostic device, intraoral scanner or aligner manufacturer. Technical image acceptance and software-generated information do not constitute diagnosis, clinical assessment, treatment suitability, prescription or treatment recommendation. The Clinic remains responsible for all clinical decisions and dental care.

4. Clinic obligations

The Clinic must use Vaeoria lawfully, maintain required professional permissions, keep Clinic-supplied information accurate, control staff access, protect credentials, provide required privacy information, obtain permissions or consents for which it is responsible, and remain responsible for Clinic-authored communications and clinical statements.

5. Patient portal and images

The portal uses Vaeoria's controlled layout. The guided journey may request front smile, open mouth, upper arch, lower arch, left-side smile and right-side smile views. Technical acceptance means only that capture rules were satisfied. Original submitted Patient Images are kept separate from presentation overlays and may be processed as necessary to provide and secure the service.

6. Implementation & Launch

Implementation & Launch is a paid onboarding service separate from the recurring subscription and may include portal configuration, brand refinement within supported controls, treatment and price-guide setup, dashboard configuration, quality assurance, launch preparation and onboarding support. Clinic-caused delays may delay launch.

7. Pricing

Standard pricing is Essential £49 per month plus £199 Implementation & Launch; Growth £99 per month plus £299 Implementation & Launch; and Prestige £149 per month plus £499 Implementation & Launch, unless another written offer applies. An accepted price snapshot is not retrospectively changed by later public pricing unless agreed otherwise. Taxes apply where required.

8. Trials

Trial or promotional codes may be plan-specific, time-limited, usage-limited or subject to expiry. They have no cash value. Unless expressly stated otherwise, a trial does not itself authorise an automatic charge.

9. Security and acceptable use

Only authorised users may access Clinic accounts. Users must not access another clinic's data, bypass security or tenant controls, upload malicious or infringing material, use Vaeoria for unlawful communications, or reverse engineer or scrape the platform except where a restriction is prohibited by law.

10. Data protection

Each party must comply with applicable data protection law. Where Vaeoria processes personal data on a Clinic's behalf, the Clinic acts as controller and Vaeoria as processor to the extent required by law. Vaeoria will process on documented instructions subject to law, maintain confidentiality and appropriate security, impose appropriate obligations on subprocessors, provide legally required assistance, notify the Clinic without undue delay of relevant personal-data breaches, and delete or return processor data at the end of the relevant services in accordance with applicable law and agreed retention arrangements.

11. Intellectual property

Vaeoria and its licensors own the platform and associated intellectual property. During an active subscription, the Clinic receives a limited, non-exclusive, non-transferable right to use the service for its internal business and authorised patient-acquisition activities. The Clinic retains its rights in Clinic Data.

12. Availability

Vaeoria will use reasonable care and skill in providing the service, but uninterrupted availability is not guaranteed. Maintenance, security work, internet failures, third-party provider failures and events outside reasonable control may affect availability.

13. Suspension and termination

Vaeoria may suspend access where charges are overdue, the Clinic materially breaches these terms, use creates a security or legal risk, continued processing would be unlawful, or suspension is reasonably necessary to protect affected persons or the service. Material breach may justify termination after a reasonable opportunity to remedy where appropriate. Any separately agreed cancellation period or minimum commitment also applies.

14. Liability

Nothing excludes liability that cannot lawfully be excluded, including death or personal injury caused by negligence, fraud or fraudulent misrepresentation. Subject to that, neither party is liable for indirect or consequential loss or loss of profit, revenue, anticipated savings, goodwill or business opportunity. Subject to any different written agreement and liabilities that cannot lawfully be limited, Vaeoria's aggregate liability arising from the service in any 12-month period is limited to fees paid or payable by the Clinic for the service during that period. Vaeoria is not responsible for dental treatment or clinical decisions made by the Clinic.

15. General and law

If a provision is unenforceable, the remainder continues. Delay in enforcing a right is not a waiver. These terms, an applicable order or accepted commercial proposal and relevant privacy or data-processing terms form the agreement for the service. The laws of England and Wales govern these terms and the courts of England and Wales have exclusive jurisdiction, subject to mandatory rights that cannot lawfully be excluded.

16. Contact

Questions may be sent to support@vaeoria.com.