

Terms and Conditions | Baeloom

Last updated: 24 July, 2026

Welcome to Baeloom. By accessing our website or interacting with our digital companions, you agree to be bound by the following terms. Please read them carefully.

1. Acceptance of terms

By creating an account or using our services, you agree to these Terms and Conditions and our Privacy Policy. If you do not agree, you may not use our service.

2. Eligibility & conduct

Age requirement

You must be at least 18 years of age to use Baeloom. Our services are intended for adult audiences.

Prohibited use

You agree not to use our digital companions for any illegal activities or to generate content that promotes real-world harm, illegal acts, or hate speech.

3. Nature of digital companionship

AI interaction

You acknowledge that you are interacting with Artificial Intelligence. While our companions are designed for emotional continuity and realism, their responses are generated by a model and do not reflect the views of Baeloom.

No professional advice

Responses from our digital companions should not be taken as medical, legal, financial, or professional advice.

4. Subscriptions and payments

Overall subscription

Subscription fees are billed on a monthly basis. All payments are processed securely via Stripe. Your billing cycle begins on the day of your first successful payment.

Cancellation

You may cancel your subscription at any time. You will retain access to premium features until the end of your current billing cycle.

Refunds

Due to the nature of digital goods and the immediate costs associated with AI processing, all sales are final. No refunds are provided.

5. The 'clean slate' policy

In accordance with our Privacy Policy, Baeloom reserves the right to permanently purge Chat History and Smart Memory data upon the conclusion of a companionship (subscription termination) to protect user privacy.

6. Limitation of liability

Baeloom and its creators shall not be liable for any indirect, incidental, or consequential damages arising out of your use of the service. The service is provided on an "as-is" and "as-available" basis.

7. Changes to terms

We reserve the right to modify these terms at any time. We will notify you by email or through an in-app notice before the changes take effect. The "Last Updated" date at the top of this page will always reflect the most recent version.

8. EU Right of withdrawal

Under EU consumer law, you ordinarily have the right to withdraw from a digital service contract within 14 days of purchase without giving a reason.

However, by completing your purchase and ticking the confirmation box at checkout, you explicitly request that Baeloom begins providing the service immediately. You acknowledge that by doing so, you waive your 14-day right of withdrawal once the service has begun.

9. Intellectual Property

Baeloom's content

All content on the Baeloom platform, including the website, app design, branding, artwork, and the Lucy digital companion are the intellectual property of Baeloom and may not be copied, reproduced, or distributed without written permission.

Your content

You retain ownership of everything you share with Baeloom, including messages and photos. By using the service, you grant Baeloom a limited licence to process your content solely for the purpose of delivering the service to you. We will never use your conversations or personal content to train AI models.

10. Account Termination

By you

You may close your account at any time by contacting support@baeloom.com. Upon deletion, your data will be permanently removed in accordance with our Privacy Policy.

By Baeloom

We reserve the right to suspend or permanently terminate your account without notice if you violate these terms, engage in prohibited conduct, or if we have reason to believe your use of the service poses a risk to other users or to Baeloom. In the event of termination by Baeloom without cause, you will receive a pro-rata refund for any unused portion of your billing cycle.

11. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of the Netherlands. Any disputes arising from or related to your use of Baeloom shall be subject to the exclusive jurisdiction of the competent courts in the Netherlands, without prejudice to your rights as a consumer under the laws of your country of residence.

12. EU Online dispute resolution

If you are an EU consumer and have a complaint that we have not resolved to your satisfaction, you may submit it through the European Commission's Online Dispute Resolution platform: ec.europa.eu/consumers/odr

Our contact email for dispute resolution purposes is: legal@baeloom.com

13. Severability

If any provision of these Terms is found to be invalid or unenforceable under applicable law, that provision will be modified to the minimum extent necessary to make it enforceable, or removed if modification is not possible. The remaining provisions will continue in full force and effect.

14. Contact

For any questions about these Terms and Conditions, please contact us at:
legal@baeloom.com
