



Last updated: 14 April 2026

1. Definitions

In these Terms:

- "Wendy" or "we" or "us" means Meet Wendy LTD, a company registered in England and Wales (company number 17178110), operating the Wendy service.
- "Service" means the Wendy AI assistant platform accessible at app.meetwendy.co.uk and via our mobile and desktop applications.
- "You" or "User" means the person or entity with an account on the Service.
- "Subscription" means a paid plan (Plus or Pro) giving access to premium features.
- "Content" means any information, text, data, or other material you submit to the Service.
- "AI output" means any response generated by Wendy's AI assistant.

2. Service description

Wendy is a personal AI assistant designed to help with everyday life tasks including reminders, saving items of interest, scheduling, email and calendar management, and answering questions.

What Wendy is

- A productivity and lifestyle assistant
- A tool to help you organise, remember, and act on the things that matter
- A service that connects to your Google Calendar and Gmail with your permission

What Wendy is not

- A financial adviser, investment adviser, or regulated financial service
- A medical, legal, or professional adviser of any kind
- A substitute for professional expertise in any regulated field
- A service that guarantees accuracy of AI-generated content

AI outputs are generated automatically and may contain errors, omissions, or inaccuracies. You are responsible for verifying any information Wendy provides before relying on it for important decisions.

3. Account registration and security

To use Wendy, you must create an account. You agree to:

- Provide accurate, complete, and up-to-date information when registering



- Keep your login credentials secure and not share them with anyone
- Notify us immediately at support@meetwendy.co.uk if you suspect unauthorised access to your account
- Be at least 13 years old (or the relevant age of digital consent in your jurisdiction if higher)
- Not create more than one account without our written permission

You are responsible for all activity that occurs under your account. We are not liable for losses caused by unauthorised access to your account that results from your failure to keep your credentials secure.

4. Subscription plans

Plan	Price	What's included
Free	£0	5 messages per day, saves, basic reminders, morning brief, iOS and Android app
Plus	£20/month	Unlimited messages, Gmail and Calendar sync, bill and subscription tracking, order tracking (Amazon, Deliveroo, UberEats), concert and event alerts, price drop alerts on saves, weekly email summary
Pro	£40/month	Everything in Plus, iMessage and WhatsApp integration, Wendy memory layer, Wendy to Wendy scheduling, price tracking with custom thresholds, phone call summaries, early access to new features, Mac desktop app (beta)

Prices are in pounds sterling and include applicable VAT where required. We reserve the right to change prices with 30 days' notice. If we increase your subscription price, you may cancel before the new price takes effect without penalty.

5. Payment and billing

Subscriptions are billed in advance on a recurring monthly basis. Payment is processed by Stripe, our third-party payment provider.

Auto-renewal



Your subscription will automatically renew at the end of each billing period unless you cancel before the renewal date. You authorise us to charge your payment method on file for each renewal.

Failed payments

If payment fails, Stripe will attempt to retry on days 3, 5, and 7 after the failed payment. If all retry attempts fail, your subscription will be paused and your account will revert to the Free plan. We will notify you by email before and after this happens. You can update your payment method at any time via Settings.

Updating payment details

You can update your payment method at any time via the Settings section of your account. Changes take effect from your next billing cycle.

6. Free trial

We may offer a free trial period for paid plans from time to time. During a free trial:

- You will not be charged until the trial period ends
- You must provide valid payment details to start the trial
- If you do not cancel before the trial ends, your payment method will be charged for the first billing period
- We will remind you by email before the trial ends

7. Cancellation

You can cancel your subscription at any time via Settings in the app or by emailing support@meetwendy.co.uk.

- Cancellation takes effect at the end of your current billing period
- You retain access to paid features until the end of the period you have paid for
- We do not offer pro-rata refunds for monthly plans after the 14-day cooling-off period (see our Cancellation and Refund Policy for full details)
- Your data is retained for 30 days after cancellation, then deleted. You can request immediate deletion by emailing us.

8. Intellectual property

Our intellectual property



The Wendy platform, including its software, design, branding, trademarks, and AI systems, is owned by us or our licensors. Nothing in these Terms grants you ownership of or a licence to our intellectual property beyond the right to use the Service as described here.

Your content and data

You own your data. This includes your messages to Wendy, your saved items, your reminders, and any other content you create within the Service. You grant us a limited, non-exclusive licence to process your data solely to provide the Service to you. We do not claim any ownership of your content.

AI-generated output

AI outputs generated by Wendy are provided for your personal use. We make no warranties about the accuracy, completeness, or fitness for purpose of AI-generated content. You may use AI outputs for personal purposes but should not rely on them for professional, financial, medical, or legal decisions without independent verification.

9. Acceptable use

You agree not to use Wendy to:

- Violate any applicable law or regulation
- Harass, threaten, or harm others
- Attempt to gain unauthorised access to any part of the Service or other users' accounts
- Reverse engineer, decompile, or extract source code from the Service
- Use automated means to access the Service in a way that exceeds normal usage
- Upload malicious code, viruses, or other harmful content
- Misrepresent yourself or impersonate any person or entity
- Use the Service to generate spam, disinformation, or content designed to mislead
- Circumvent or attempt to circumvent any usage limits or subscription restrictions

Violation of this acceptable use policy may result in immediate termination of your account.

10. Disclaimers and limitation of liability

Service provided "as is"

The Service is provided on an "as is" and "as available" basis. To the fullest extent permitted by law, we make no warranties, express or implied, about the Service, including warranties of merchantability, fitness for a particular purpose, or non-infringement.



AI outputs are not professional advice

Wendy's AI responses are not financial, medical, legal, or professional advice of any kind. You must not act on AI-generated content in any of these areas without consulting a qualified professional. We expressly disclaim liability for any decisions made based on AI output.

Limitation of liability

To the maximum extent permitted by applicable law, our total liability to you in connection with the Service will not exceed the greater of (a) the amount you paid us in the three months preceding the event giving rise to the claim, or (b) £50. We will not be liable for indirect, incidental, consequential, punitive, or special damages, including loss of profits, data, or business opportunity.

Nothing in these Terms limits our liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded by law.

11. Indemnification

You agree to indemnify and hold harmless Wendy, its directors, officers, employees, and agents from any claims, losses, liabilities, damages, costs, and expenses (including reasonable legal fees) arising from your use of the Service, your violation of these Terms, or your infringement of any third-party rights.

12. Changes to these Terms

We may update these Terms from time to time. We will notify you of material changes by email at least 30 days before they take effect. If you do not agree to the updated Terms, you may cancel your subscription before the changes take effect. Continued use of the Service after that date constitutes acceptance of the updated Terms.

13. Termination by us

We may suspend or terminate your account immediately, without notice, if:

- You breach these Terms in a material way
- You engage in fraudulent, abusive, or illegal activity
- Continued provision of the Service to you poses a risk to others or to us

Where we terminate your account for reasons other than breach, we will provide reasonable notice and will refund any unused prepaid subscription fees on a pro-rata basis.



We may also discontinue the Service on 90 days' written notice to all users, with a pro-rata refund of any prepaid fees.

14. Third-party services

The Service integrates with third-party services (Google, Stripe, Anthropic, and others). Your use of these integrations is also subject to the relevant third party's terms of service. We are not responsible for the availability or conduct of third-party services.

15. Governing law and disputes

These Terms are governed by the laws of England and Wales. Any dispute arising from these Terms or your use of the Service will be subject to the exclusive jurisdiction of the courts of England and Wales.

Before bringing any formal dispute, we encourage you to contact us at support@meetwendy.co.uk to resolve the matter informally. We will try to resolve disputes within 28 days of receiving your written complaint.

16. Entire agreement

These Terms, together with our Privacy Policy, Cancellation and Refund Policy, and Cookie Policy, constitute the entire agreement between you and Wendy regarding the Service and supersede any prior agreements or understandings.

17. Contact

For any questions about these Terms, contact us at support@meetwendy.co.uk.

Company: Meet Wendy LTD, a company registered in England and Wales (company number 17178110). Registered office: MEET WENDY LTD, Unit 168041, Courier Point, 13 Freeland Park, Wareham Road, Poole, Dorset, BH16 6FH, UK. Contact: hello@meetwendy.co.uk.