

Terms of use

Version 2.0, last updated: 7 October 2026

These terms of use govern the use of helveor-swiss.ch. Ordering a job is governed by the [terms and conditions of sale](#). This is a translation: the French version is legally binding.

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Purpose

These terms of use govern access to and use of helveor-swiss.ch ("the Site"). The Site is published by Alexis Parin, a sole proprietorship trading as Helveor ("Helveor"). These terms supplement the terms and conditions of sale, which govern ordering services, and the [privacy policy](#). By using the Site, you accept these terms.

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Access to the Site

2.1 Access to the Site is free, apart from connection costs. Helveor may change, suspend, limit or interrupt it at any time (maintenance, security, outage), without any guarantee of uninterrupted availability.

2.2 To book, you must have the capacity to enter into a contract and act in your own name, or with authority for the entity you represent.

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Nature of the information

3.1 The content of the Site (descriptions, prices, durations, advice, frequently asked questions) is provided for information. The prices and terms that apply are those shown before the order is validated.

3.2 The Site is not personalised technical advice, an expert opinion, a remote diagnosis or an emergency service. In case of danger (major leak, electrical risk, smell of gas), turn off the supply concerned if you can do so safely, and call the emergency services: 118 (fire), 144 (ambulance), 117 (police) or 112 (European emergency number).

3.3 Helveor does not guarantee availability 24 hours a day, 7 days a week. At night, it only comes out for a genuine emergency, after agreeing it by phone, without any guarantee of availability or response time: the Site's "Night-time emergency" page helps to recognise such a situation.

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Booking and availability

4.1 The slots shown depend on the address, the service, the travel time and the schedule. They may vary with the address entered and the date. Some services are not offered for direct booking in your area. You can then write to us with a specific request, without any guarantee of acceptance.

4.2 A slot is booked only once the payment is validated and Helveor has sent the confirmation (see the terms and conditions of sale, article 3). While you enter your details and pay, it is held for 20 minutes.

4.3 Additional slots may be offered when Helveor is already working in your region on a given date. No information about other customers is ever disclosed.

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User commitments

You undertake to:

- provide accurate, complete and up-to-date information,
- not make fictitious, multiple or abusive bookings,
- not use robots, scripts or automated extraction,
- not try to get around security, area or pricing rules,
- not send unlawful, malicious or misleading content, or content that infringes the rights of others, in particular photos of people or of sensitive documents,
- not disrupt the operation of the Site,
- respect the rights of Helveor and of third parties.

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Content you send

You remain the owner of the photos you send. You grant Helveor a non-exclusive, limited right to use them to assess, plan, carry out, document and defend the service. You guarantee that you have the necessary rights, in particular if you act for an owner or a tenant. Helveor may delete any inappropriate or unnecessary content.

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Sanctions

In the event of a breach of these terms, abuse or suspected fraud, Helveor may cancel a booking, block access to the Site, refuse new orders and enforce its rights, without prejudice to damages.

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Intellectual property

The Site, its structure, texts, photos, HELVEOR and LVR logos, graphics, databases and software are protected. Any reproduction, extraction, modification or commercial use without Helveor's written permission is prohibited. The trademarks and distinctive signs may not be used without prior agreement.

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Links and third-party services

The Site may contain links to or services of third parties (payment, social networks, reviews). Helveor is not responsible for their content or their terms, and does not guarantee their availability.

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Liability

10.1 Helveor takes reasonable steps to keep the Site accurate and secure, without guaranteeing that it is free of errors, interruptions or viruses.

10.2 Within the limits permitted by law, Helveor is not liable for damage resulting from the use of the Site, an interruption, a display error, the unavailability of third-party services or improper use. This limitation does not apply in the event of intent, gross negligence or personal injury.

10.3 An obvious error in a price, duration or availability shown on the Site does not bind Helveor. It is corrected, and the Customer may cancel the order at no cost.

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Personal data and cookies

How data is processed is described in the [privacy policy](#). The Site uses only the cookies it needs to work (booking, payment, security). It uses no audience measurement or advertising cookies.

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Changes

Helveor may change these terms at any time. The version published on the Site applies as soon as it is online. Using the Site after a change means you accept it.

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Governing law and jurisdiction

Swiss law applies. For a consumer, the place of jurisdiction is the domicile of either party (art. 32 of the Swiss Civil Procedure Code). For other users, it is Helveor's registered office, in Gibloux (canton of Fribourg).