

CrewSheets — Terms & Conditions

Effective date: 7 July 2026

Applies to the CrewSheets platform at crewsheets.co.za.

These Terms and Conditions (“Terms”) govern your access to and use of the CrewSheets platform at crewsheets.co.za and any related web, mobile or desktop applications and services (together, the “Service”). Please read them carefully. By creating an account, subscribing to a plan, or otherwise using the Service, you agree to be bound by these Terms. If you do not agree, do not use the Service.

1. About these Terms

The Service is provided by CrewSheets, a product of B-Infinite (Pty) Ltd (registration number 2026/505771/07), a private company registered in the Republic of South Africa (“CrewSheets”, “we”, “us”, “our”), with its registered office at 46 Peperduif Street, Blommendal, Cape Town, 7530.

CrewSheets is a software-as-a-service (SaaS) product. We provide access to online software on a subscription basis. We do not sell, supply, ship or deliver any physical goods of any kind. Any reference to “delivery” of the Service means our provision of online access to the platform, which occurs immediately upon activation of your account.

We may update these Terms from time to time. The current version is always available at crewsheets.co.za/terms and shows its effective date. Where changes are material, we will take reasonable steps to notify you through the Service or by email. Your continued use of the Service after a change takes effect constitutes acceptance of the updated Terms.

2. Definitions

- “Subscriber”, “you” or “your” means the business or person that registers for an account and subscribes to the Service.
- “Authorised User” means a member of your staff whom you invite to use the Service under your account.
- “Customer Data” means the information you and your Authorised Users enter into or generate in the Service, including records of your crew, projects, timesheets, day rates, reports and staff.
- “Subscription” means the paid plan you select for access to the Service.
- “Payfast” means Payfast (Pty) Ltd, the third-party payment processor we use to collect subscription payments.

3. The Service

CrewSheets is a cloud-based platform that helps film and television productions and crew manage their timesheets, including crew rosters, projects, day rates, overtime and turnaround calculations, and reporting.

We provide the Service on a subscription basis for use by your business or profession. We do not sell physical products, and there is therefore no product catalogue, shipping, or returns process associated with the Service.

We are continually improving the Service and may add, change or remove features from time to time. Where a change would materially and adversely affect your use, we will give reasonable notice where it is practical to do so.

4. Accounts and eligibility

To use the Service you must be at least 18 years old and authorised to enter into these Terms on behalf of your business.

You are responsible for the accuracy of the information you provide, for maintaining the confidentiality of your login credentials (including any staff PIN or quick-switch codes used on shared devices), and for all activity that occurs under your account and those of your Authorised Users.

You must notify us promptly at info@b-infinite.co.za if you become aware of any unauthorised use of your account.

5. Subscriptions, plans and free trials

The plans available to you, and their prices and features, are shown on the Billing page inside the Service and/or on our website. Different plans provide different features and user limits.

We may offer a free trial. At the end of a trial period, your access may be limited or suspended unless you take out a paid Subscription. We may modify or withdraw trial offers at any time.

Prices are quoted in South African Rand (ZAR). Any applicable value-added tax (VAT) will be reflected at checkout. We may change our plans and pricing on reasonable notice; changes take effect from your next billing cycle.

6. Billing and payment

Subscriptions are billed on a recurring basis (monthly or annually, as you select) in advance, through our payment processor, Payfast.

By taking out a Subscription you authorise us, through Payfast, to charge your selected payment method on a recurring basis until you cancel. Your card or account details are collected and processed by Payfast under their own terms and security standards; we do not store your full payment card details.

If a payment fails, we may re-attempt the charge and/or suspend your access to the Service until the outstanding amount is settled.

7. Cancellation and refunds

You may cancel your Subscription at any time from the Billing page inside your account. Cancellation stops future renewal charges.

When you cancel, you keep access to the Service until the end of the billing period you have already paid for. We do not provide pro-rata refunds for the unused portion of a paid period unless required by law.

Because the Service is digital access made available to you immediately, subscription fees already paid are generally non-refundable, except where a refund is required under applicable law (including the Consumer Protection Act, 2008 and the Electronic Communications and Transactions Act, 2002) or is given at our discretion.

As no physical goods are sold, no shipping, delivery or product-return policies apply.

8. Your data and privacy (POPIA)

You retain ownership of your Customer Data. You grant us a non-exclusive licence to host, store, process and back up that data for the purpose of providing and supporting the Service.

We process personal information in accordance with the Protection of Personal Information Act, 2013 (POPIA), as described in our Privacy Policy at crewsheets.co.za/privacy. In relation to the personal information of your own crew and staff, you are the responsible party and we act as an operator, processing

that information on your behalf and on your documented instructions.

You are responsible for ensuring you have a lawful basis to collect and process the personal information you enter into the Service, and for providing any privacy notices your crew require.

We apply reasonable technical and organisational measures to protect Customer Data against loss and unauthorised access. However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

On termination of your account you may request an export of your Customer Data within a reasonable period, after which we may delete it in the ordinary course of business.

9. Acceptable use

You agree not to use the Service unlawfully or to: infringe the rights of others; upload or transmit malicious code; attempt to gain unauthorised access to the Service or its systems; copy, reverse-engineer, resell, sublicense or make the Service available to third parties outside your business without our written consent; or interfere with or place an unreasonable load on the Service.

You are responsible for ensuring that your Authorised Users comply with these Terms.

10. Intellectual property

The Service, including all software, design and related intellectual property, is owned by us or our licensors. We grant you a limited, non-exclusive, non-transferable and revocable licence to use the Service for your business for the duration of your Subscription.

We claim no ownership of your Customer Data beyond the licence you grant us to provide the Service. If you send us feedback or suggestions, we may use them to improve the Service without obligation to you.

11. Availability, support and maintenance

We aim to keep the Service available and reliable, but we do not warrant that it will be uninterrupted, timely, secure or error-free. Maintenance, updates, or factors beyond our reasonable control may cause downtime.

We provide support on a reasonable-efforts basis by email at info@b-infinite.co.za. Unless we agree otherwise in writing, no specific uptime or service-level guarantee applies.

12. Third-party services

The Service relies on third parties, including Payfast for payment processing and hosting and network providers for delivery of the Service. Those third-party services are governed by their own terms, and we are not responsible for their acts or omissions.

13. Warranties and disclaimers

To the maximum extent permitted by law, the Service is provided “as is” and “as available”, and we disclaim all implied warranties and conditions. Nothing in these Terms excludes or limits any warranty or right that applies to you under applicable law and that cannot lawfully be excluded, including under the Consumer Protection Act, 2008.

14. Limitation of liability

To the maximum extent permitted by law, we are not liable for any indirect, incidental, special or consequential loss or damage, or for any loss of profits, revenue, data, goodwill or business, arising out of or in connection with your use of, or inability to use, the Service.

To the maximum extent permitted by law, our total aggregate liability arising out of or in connection with the Service is limited to the total subscription fees you paid to us in the three (3) months immediately before the event giving rise to the claim.

Nothing in these Terms excludes or limits liability that cannot be excluded or limited by law, including liability for fraud or for anything under the Consumer Protection Act that may not be excluded.

15. Indemnity

You indemnify us and hold us harmless against any claims, losses, liabilities and reasonable costs arising out of your use of the Service, your Customer Data, your breach of these Terms, or your violation of any law or the rights of any third party.

16. Suspension and termination

We may suspend or terminate your access to the Service if you breach these Terms, fail to pay, use the Service unlawfully, or where your use poses a risk to the Service or to others. We will give notice where it is practical to do so.

You may terminate at any time by cancelling your Subscription and ceasing to use the Service. Provisions that by their nature are intended to survive termination — including those on intellectual property, liability, indemnity and data — will continue to apply.

17. Changes to these Terms

We may amend these Terms from time to time. The current version, with its effective date, is published at crewsheets.co.za/terms. Where changes are material we will notify you through the Service or by email. Your continued use of the Service after the changes take effect constitutes acceptance.

18. Consumer Protection Act

Where the Consumer Protection Act, 2008 applies to your use of the Service, nothing in these Terms is intended to limit or exclude any right you have under that Act that cannot lawfully be limited or excluded. To the extent of any conflict, the Consumer Protection Act prevails.

19. General

These Terms are governed by the laws of the Republic of South Africa, and the South African courts have jurisdiction.

If any provision of these Terms is found to be unenforceable, the remaining provisions continue in full force. Our failure to enforce a provision is not a waiver of it.

These Terms constitute the entire agreement between you and us regarding the Service. You may not cede or assign your rights without our consent; we may assign our rights to a successor in connection with the Service.

20. Contact us

CrewSheets is a product of B-Infinite (Pty) Ltd (registration number 2026/505771/07), Cape Town, South Africa.

Email: info@b-infinite.co.za · Website: crewsheets.co.za