ATRIUM
CONNECTED ROOM PLATFORM

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Terms and Conditions

How Atrium is provided to hotels, lodges and hospitals: what is included, what we look after, and what your property looks after.

MN DIGITAL SERVICES (PTY) LTD · VERSION 1.0, NOVEMBER 2026

Atrium Terms and Conditions

Version 1.0, November 2026. Provided by MN Digital Services (Pty) Ltd.

At a glance

- Atrium is a monthly service per screen, at the price in your quote.
- We support you during business hours, and handle urgent faults after hours on a best effort basis.
- Atrium updates itself and we monitor your TVs remotely.
- Your property provides the internet, TV network and power.
- Residential Android TVs, such as Skyworth and TCL, are made for homes: we do our best on every model, but cannot promise to solve every issue on them. Commercial LG and Samsung hotel TVs are not affected.
- Android TVs come with the Google Play Store and you choose which apps to offer; Atrium does not provide these apps. Guests use their own accounts and are signed out at checkout, or once a day.
- We handle your guests' information for you, in line with POPIA.
- Either of us can cancel with 30 days' written notice.

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1. About these terms

These terms apply to every hotel, lodge, hospital or other business that uses Atrium ("you"). Atrium is provided by MN Digital Services (Pty) Ltd, registration number 2017/323585/07 ("MN", "we", "us").

- **New customers** accept these terms when they accept a quote or on first installation of Atrium.
- **Existing customers** are bound by these terms. These terms reduced to writing the verbal agreement your service started on.
- Your quote or order form sets out what you buy and the price.
- If you bought Atrium through a reseller, your reseller handles your quote and invoices. These terms still govern how Atrium itself is provided and used.

2. Words we use

Word	Meaning
Atrium	Our hotel TV system: the app on your TVs, the online portal, and the services around them.
Screen	One TV, or other display, registered to your property in Atrium.
Portal	The website where you manage your TVs, content and settings.
Guest	Anyone who uses a TV in your rooms, including patients and visitors.
Hotel system	Your property management system, or any other system that sends guest and checkout details to Atrium.
Third-party services	Apps, streaming services, TV channel packages, casting and other services that belong to someone else, including the Google Play Store.
Reseller	A partner who sells or supports Atrium for us.
Property	Hotel or Hospital, premises where Atrium is in use.

3. What Atrium provides

Atrium is a TV launcher and content system. It gives each of your TVs a branded home screen showing your hotel's information, billing, in-room dining and more, all managed from the portal. Depending on your quote, it includes:

- the Atrium app on your TVs, with your branding, information pages, menus, TV channels and messages
- the portal, for managing content, rooms, TVs and settings, with logins for your staff
- automatic updates to the Atrium app
- remote support and monitoring of your TVs
- connections to your hotel system, for guest names, messages and checkouts
- casting, so guests can play content from their own phones, where the casting equipment is installed

We may improve, change or retire features over time. This is largely dependent on the TVs' operating systems.

4. Installation, TVs and your network

Atrium runs on the TV models we support, over your property's network.

- **TVs.** Atrium runs on the TV models listed in your quote, or that we confirm in writing.
- **Residential TVs.** Residential TVs running Android TV, such as Skyworth and TCL models, are designed for home use. As a result of this, some facilities within Atrium may be offered or restricted based on TV hardware and software.
- **Commercial hotel TVs**. LG and Samsung commercial TVs are designed for hotel use, and Atrium is developed according to LG and Samsung's guidelines.
- **Network.** MN Digital Services (Pty) Ltd will provide the technical specifications for Internet connection and Hotel Network before installation. Atrium cannot work in the absence of Internet or Hotel network.
- **Power.** TVs must stay connected to power to receive updates, settings and sign-outs.
- **Google account.** Android TVs use a Google account that belongs to the Hotel property, so apps can be installed and updated from the Google Play Store. If you give us its login details, we keep them securely and use them only to install and update apps on your TVs.
- **Installation.** Atrium can be installed by your own team.

5. Fees and payment

You pay a monthly fee per screen, at the price in your quote.

- We count the screens registered to your property on the 28th day of each month.
- We invoice monthly in advance. Invoices are payable within 30 days.
- Late payments carry interest at the prime lending rate published by First National Bank from time to time plus 2%, calculated daily from the due date until paid.
- We may change our prices with at least 30 days' written notice. A price fixed in your quote for a set period does not change during that period.
- Hardware, installation, casting equipment and third-party services (such as streaming subscriptions and TV channel packages) are not included.
- If you bought through a reseller, you pay your reseller on the terms you agreed with them.

6. Your responsibilities

You are responsible for customising your own Atrium experience.

- **Accurate details.** Keep room numbers, guest details and checkout information correct, whether your staff enter them or your hotel system sends them.
- **Logins.** Keep portal logins private, give each team member their own, and remove that person when they leave. **Any misuse of logins must be reported immediately.**
- **Your content.** You own, or have permission to use, the logos, images, videos, text and menus you add. You may not add anything unlawful or offensive.
- **Licences.** You hold any licence required for playback or dissemination of content within your property, such as TV channel packages, music or film rights.
- **Lawful use.** Atrium is used under licence and may not be copied, tampered with or resold without the written permission of MN Digital Services (Pty) Ltd.

7. Managing your TVs

To keep your TVs working, Atrium manages them remotely. By using Atrium, you allow us to:

- set up the TVs as managed devices, lock settings guests should not change, and keep Atrium running as the home screen
- update the Atrium app automatically.

- restart, wake or switch TVs to standby.
- install or update the apps on your list
- connect to a TV for remote support.
- Collect TV operational information.
- Some fixes require a TV to restart

8. Apps, streaming and casting

Casting is for guests who want to watch their own content from their own device and none of their data is stored on the TV. Atrium requires a server on premises to handle casting. Software for the cast server is included free of charge. Hardware not included.

Android TVs come with the Google Play Store, the property can choose which apps to make available to guests. Atrium does not provide these apps. These apps belong to their own providers and are used under the providers' own terms.

- **We are not affiliated** with any streaming service or app provider, and we cannot guarantee that an app will keep working, stay available in South Africa, or keep the same features.
- **Guests sign in with their own accounts.** We never see their passwords.
- **Signing guests out.** Atrium clears the data of the apps on your list, including any sign-ins:
  - when a guest checks out, if your hotel system sends checkouts to Atrium
  - once a day, at 10:00 or another time we agree with you, if it does not
- A TV that is switched off, in use or offline has its app data cleared once it is switched on and launches the Atrium app home screen and is online. Guests can also use the Sign out button on the TV at any time, and we recommend they do before they leave.
- You are responsible for any licence or permission required to offer any apps to guests via the Atrium Portal.

9. Guest privacy and personal information

Under the Protection of Personal Information Act (POPIA), you are the responsible party for your guests' personal information. Atrium makes use of it as your operator.

- **What we process:** room numbers, guest names and stay dates that you or your hotel system send us as well as information about your TVs and how they are used together with details of your staff who use the portal.

- **What we do not see:** guests' streaming passwords, or what they watch inside an app.
- **How we use it:** to provide and support Atrium, and to produce usage reports. We do not sell or use guest information for advertising.
- **Security:** we protect it with reasonable technical and organisational measures. It is stored on servers in South Africa and backed up nightly.
- **Breaches:** if we believe personal information has been accessed without permission, we tell you as soon as reasonably possible, so you can meet your own duties.
- **Retention:** we keep it only as long as needed to provide Atrium, unless the property is making use of Atrium PMS addon then guest information may be stored according to the property's requirements.
- **Your guests:** you give guests any notice POPIA requires about the TVs in their rooms, for example in your privacy notice.

10. Support and availability

- **Support:** our team supports you during business hours, Monday to Friday, 08:00 to 17:00, excluding public holidays, at **support@mnsa.co.za** or **066 399 9018.** Outside business hours, we deal with urgent faults on a best effort basis.
- **Things outside our control:** your network, internet, power, TVs, hotel system and third-party services can all stop Atrium working. We will help you find the cause, but we are not responsible for third party faults.
- **Visits:** remote support is included. On-site visits are charged as agreed in your quote.

11. Ownership

We own Atrium; you own your content.

- Atrium, its software, design and the portal belong to MN Digital Services (Pty) Ltd.
- Your logos, images, videos, text and guest information stay yours. You allow us to store and show them on your TVs and in the portal, only to provide the Atrium service.
- We reserve the right to use features suggested or requested for Atrium unless otherwise specified.

12. Limits on our responsibility

Our total responsibility to you is limited to the fees you paid us in the month before the claim. Atrium is provided as it stands, with the features described in your quote.

- We are not responsible for indirect or consequential claims or losses, such as lost bookings, lost profits or harm to reputation.
- We are not responsible for third-party services, apps, TVs, networks or hotel systems, or for what guests do with them, including leaving their accounts signed in.
- Nothing in these terms limits responsibility that the law does not allow to be limited, such as for fraud or gross negligence, or rights you have under the Consumer Protection Act where it applies to you.
- You are responsible for everything you add to Atrium or make available through it, including content, apps, links, and the guest and room details that you or your hotel system send us. You may not claim against MN Digital Services (Pty) Ltd for any loss arising from these.
- You indemnify MN Digital Services (Pty) Ltd against all claims, losses, damages and costs, including reasonable legal costs, arising from anything you add to Atrium or make available through it, or from your breach of these terms.

13. Term, suspension and cancellation

Atrium runs month to month unless your quote sets a minimum period.

- **Cancelling:** either of us may cancel with 30 days' written notice, after any required minimum period in your quote.
- **Suspension:** if an invoice is unpaid 14 days after we remind you in writing, we may suspend Atrium until it is paid.
- **Serious breach:** either of us may end the agreement at once if the other breaks these terms and does not rectify it within 14 days of written notice.
- **When it ends:** Atrium’s subscription comes to an end. You will have to factory reset your TVs at your own cost to restore factory defaults.

14. Changes to these terms

We may update these terms from time to time. Changes will be communicated to the email on record at least 30 days before a change takes effect where possible and within our control.

15. General

- **Law:** South African law governs these terms. Whilst mediation is the first option, unresolved disputes go to the courts of KwaZulu-Natal.
- **Notices:** we send notices to the email address on record; any notices to be sent to support@mnsa.co.za.
- **Resellers:** a reseller is bound by these terms and conditions.
- **Transfer:** you may not transfer this agreement without our written consent.
- **Whole agreement:** these terms and your quote constitute the whole agreement between us about Atrium. If a court finds part of them invalid, the rest still applies.

16. Contact us

Company	MN Digital Services (Pty) Ltd, registration number 2017/323585/07
Address	11 Knoll Place, Grayleigh, Westville, 3629
Support	support@mnsa.co.za or **066 399 9018**
Accounts	accounts@mnsa.co.za
Legal notices and privacy	support@mnsa.co.za