SQL Hop

Subscription and Cancellation Policy

Areebi Consulting Inc. · Version 2026-11-07-v1 · Effective November 7, 2026

KEY POINTS BEFORE PAYMENT

- Subscriptions renew monthly or annually until cancellation takes effect.
- Organization admins can cancel the entire subscription at the end of the paid period.
- Disabling individual users frees seats but does not automatically lower the package price.
- Monthly payments are generally non-refundable; annual refunds use the stated monthly-rate recalculation.
- Accepting this policy does not charge you. Review and confirm payment separately in Stripe.

1. The organization, its administrator and this policy

SQL Hop is operated by Areebi Consulting Inc., Alberta, Canada. Paid subscriptions belong to the purchasing organization, including an organization with only one user. The organization administrator must be authorized to accept this policy, choose a plan and authorize recurring payments for that organization.

This policy supplements the SQL Hop Terms of Service and Privacy and Data Handling notice. The selected offer and the price, currency, billing interval and included seats confirmed at purchase form part of the agreement. A separately signed agreement or accepted custom order takes priority only for the subjects it expressly covers. Mandatory legal rights always apply.

2. What the subscription includes

The subscription provides SQL Hop access within the selected plan, named-user seat limit, account permissions and supported platforms. Trial and paid users run Oracle queries in SQL Hop Desktop for Windows, Mac Intel or Mac Apple Silicon. The website manages accounts, organization administration and billing.

An Oracle account, Oracle licence, Oracle permissions, internet service and optional third-party AI usage are not included unless the accepted offer expressly says otherwise. Evaluate compatibility and suitability during the trial; account approval or payment does not grant access to Oracle data.

3. Trials and the start of paid billing

Eligible accounts receive a one-time 30-day organization trial beginning on approval, subject to the dates and eligibility shown in the account. Changing email addresses, joining a different organization, cancelling or registering again does not create another trial entitlement. A platform-owner exception must be expressly granted.

A free signup or trial does not authorize payment and does not automatically convert into a paid subscription. Paid billing requires this separate policy acceptance and payment confirmation in Stripe. Unless the selected checkout offer expressly states otherwise, purchasing during a trial starts the paid subscription when Stripe activates it; do not assume unused trial days postpone the first paid period.

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4. Plan prices, currency, taxes and invoices

Review the plan name, included seats, monthly or annual interval, currency and recurring package price before proceeding. The selected plan is billed as a package, not automatically recalculated from the number of users currently using the software. Annual billing is paid upfront for the annual period; a monthly-equivalent figure is not monthly instalment billing.

Prices exclude applicable taxes unless stated otherwise. Stripe shows the final amount due and any applicable taxes before payment confirmation. Provide accurate billing addresses and tax information. Banks and payment providers may apply currency conversion or other charges outside SQL Hop's control.

Payment methods, billing details, available invoices and receipts are managed through Subscription > Manage billing / invoices. Use the final Stripe confirmation to check all amounts; do not complete payment if the offer is incorrect.

5. Automatic renewal and recurring-payment authorization

Confirming a recurring purchase in Stripe authorizes charges at the selected monthly or annual interval until cancellation takes effect. Unless the accepted offer says otherwise, the subscription renews automatically. Keep a valid payment method on file and check the paid-period end or next-renewal date in Subscription and Stripe.

The renewal date and price shown in Stripe govern the next charge; do not rely on an assumed number of calendar days or a screenshot from an earlier billing period. Changes to a future recurring price require advance notice under the Terms of Service and do not increase a period already paid for. You may cancel before the affected renewal.

6. Seat counting and individual accounts

Organization administrators, active users and active pending invitations consume seats. Disabled users and cancelled invitations release seats. Named accounts must not be shared. The standard desktop entitlement is one registered computer per named user, with the supported device-transfer procedure available when replacing a computer.

An organization administrator can disable an individual account in Members & access without cancelling the organization's subscription. Disabling a user, cancelling an invitation, transferring a device or removing a member does not automatically reduce the purchased package price or generate a refund. Switch to a smaller available plan to reduce the recurring package charge.

Individual organization members cannot independently cancel part of the organization's subscription or stop charges for their seat. If you are the only user, the organization administrator still cancels the entire subscription through billing management.

7. Upgrades, added seats and longer billing intervals

Upgrades are normally effective immediately and are prorated and invoiced at the time of the change. Stripe presents the effective date, unused-time adjustment, credits, taxes and amount due for confirmation. A monthly-to-annual change may take effect immediately with an adjustment for unused monthly service.

Selecting a higher-capacity package changes the purchased entitlement; it does not automatically create user accounts. A plan change or added-seat offer is not complete merely because a request was sent. Check the Stripe confirmation and refreshed SQL Hop subscription status.

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8. Downgrades, fewer seats and scheduled changes

Downgrades and changes to a shorter billing interval normally take effect at renewal, including an annual-to-monthly change. Your current plan remains available until the effective date. A scheduled change does not by itself generate a charge or credit today. Review the exact timing and amounts in Stripe before confirming.

Reduce active users and pending invitations to fit the future seat limit before the scheduled change takes effect. If the organization is over its permitted seat limit, query access may be restricted until usage is reduced or the plan is upgraded; accounts and saved work are retained.

Review or cancel a pending plan change through Manage billing where Stripe provides that option. Changing a scheduled downgrade is separate from cancelling the entire subscription. If the requested change is unavailable, contact Support.

9. Promotional, private and grandfathered plans

Public plans and organization-specific offers can differ in seats, prices, currency, availability and billing intervals. A quoted promotional saving applies only to the offer shown. Do not assume the same discount, price or capacity is available for a later purchase.

Existing subscribers retain published plan prices and seats while their eligible subscription continues. A plan closed to new sales may remain available to its existing subscribers on renewal. Leaving a closed plan, or allowing cancellation to take effect, does not create a right to purchase it again. Re-subscription uses offers available at that time unless we expressly agree otherwise.

10. Cancelling the entire organization subscription

An organization administrator can cancel the whole subscription by opening Subscription > Manage billing / invoices, selecting the subscription in Stripe and confirming Cancel subscription. The cancellation covers every seat in that subscription. If billing management is inaccessible, contact SQL Hop through Support or https://sqlhop.com/contact for assistance.

The standard self-service cancellation stops automatic renewal at the end of the current paid period. It does not immediately terminate a valid paid period, and paid access continues until its end unless another restriction applies. Cancel and receive confirmation before the next billing date to avoid the next renewal charge.

Check that Stripe confirms the cancellation and SQL Hop shows Cancellation scheduled or Subscription expires after status synchronization. Keep the confirmation. Merely opening a cancellation screen, closing Stripe, accepting this policy, logging out, stopping use, uninstalling SQL Hop or asking an Oracle administrator to remove access does not cancel billing.

Cancelling renewal does not erase charges already incurred, create an automatic refund or delete the organization’s accounts. A request to end access immediately with an annual refund is a separate support request governed by the refund section below.

11. Changing your mind, restarting or pausing

Before a scheduled cancellation takes effect, use an undo or resume option if Stripe makes one available, or contact Support. Confirm the resulting status and next-renewal date. After a subscription has ended, a new purchase is subject to the currently available offers, seat requirements and trial rules.

There is no general self-service subscription pause or billing holiday promised by this policy. Not using the software or disabling all users is not a pause. Any special suspension of billing must be expressly agreed; otherwise cancel renewal through the normal process.

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12. Monthly payments, unused time and credits

The trial allows evaluation before purchase. Monthly subscription payments are not refundable for unused time or a change of mind, except where required by law, covered by an express guarantee or agreed in writing.

Standard cancellation at period end generates no automatic unused-time refund. A credit balance or proration credit normally reduces future invoices and is not automatically a cash refund. Stripe's preview of a plan adjustment is distinct from approval of a separate refund request.

13. Annual refund requests and calculation

You may contact Support to request an annual subscription refund. Time used in that annual billing period is recalculated at the corresponding monthly plan rate applicable when you purchased that annual period. The refund equals the annual subscription fee paid for that period, minus that recalculated charge and minus refunds already issued for the same period.

A partial subscription month is prorated by the days used within that month. The refund cannot exceed the amount paid. If the recalculated charge equals or exceeds the annual payment, no refund and no additional charge are due under this calculation.

For illustration only: an annual fee of $150 and a corresponding monthly rate of $15 would leave a $90 refund after four full subscription months, before applicable tax adjustment. These figures explain the calculation and are not a price offer.

The calculation uses the date we receive the refund request, or a later cancellation date you request. Refunded access ends on that date. We explain the calculation and arrange an approved refund through the original payment method where available, including applicable tax adjustments. Your bank or payment provider determines when it appears. Separately accepted custom agreements may specify different refund terms.

These rules do not limit refunds required by law, correction of billing errors, an express refund guarantee or a remedy for permanent discontinuation. Do not assume that a normal Stripe cancellation has submitted an annual refund request.

14. Failed payments, overdue invoices and payment disputes

Paid features can be restricted when a payment fails, a subscription expires, payment is reversed or a payment-risk hold applies. A pending checkout, failed card attempt or return from Stripe does not by itself confirm payment or activate paid access. Subscription status is confirmed through Stripe and SQL Hop's verified billing updates.

A failed payment or restriction does not automatically cancel the subscription or erase an existing invoice. Review the status and payment method in Manage billing, resolve any amount actually due, and explicitly cancel renewal if you do not wish to continue.

Contact Support promptly about unexpected charges or billing errors. You remain free to exercise bank, payment-provider and legal dispute rights. Chargebacks or reversed payments may result in account, organization or purchase restrictions pending review. Repeated payment disputes or payment abuse associated with a company email domain can lead to wider domain restrictions; general public email-service domains are not treated as company domains for these actions.

Restrictions are reviewable through Support. Resolving a dispute does not necessarily restore access automatically. A legitimate complaint is not, by itself, proof of fraud. If a payment is already disputed, refunds are coordinated with that process to avoid duplicate reimbursement.

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15. What happens when paid access ends

When the paid period ends without another valid entitlement, subscription-dependent desktop querying stops. Other restrictions, such as disabled accounts, seat overuse or payment holds, may affect access sooner. Limited offline authorization does not extend a paid period or trial and should not be relied on to avoid expiry checks.

Account, security, support and billing functions remain available where permitted so an authorized user can manage the account or restore access. Cancelling does not automatically delete accounts or saved work. Continued access to subscription-dependent functions requires a valid entitlement.

16. Saved work, deletion and backups

Desktop queries, results and saved work are stored on your computer and are not automatically synchronized to SQL Hop’s servers. Previously saved web work may remain in the account. Keep your own copies and export information you need while the relevant features are available.

Cancelling billing, disabling a member and requesting deletion of account data are different actions. Retention and deletion follow the Privacy and Data Handling notice and applicable requirements, including records reasonably needed for billing, security, disputes and legal compliance. This policy does not promise indefinite storage or delete required billing records automatically.

17. Service availability, suspension and discontinuation

Access depends on supported software, internet connectivity, Oracle permissions and external services. A subscription does not guarantee uninterrupted uptime, a particular query speed, compatibility with every environment or a specific support response time unless expressly agreed in writing.

Access may be restricted where reasonably necessary for security, unlawful activity, misuse, unpaid charges or a material breach of the Terms of Service. Where practicable, we explain the reason and allow a reasonable opportunity to resolve it. Suspension and cancellation of future billing are separate matters.

If we permanently discontinue a paid service, we give reasonable notice where practicable and refund prepaid fees for the portion we will not provide unless an equivalent remedy is agreed, as described in the Terms of Service.

18. Acceptance records, changes and getting help

Before a new paid checkout, the authorized organization administrator must explicitly accept the version of this policy shown. We record the administrator, organization, acceptance time, policy version and document hash, the selected offer and, when created, the related checkout reference. Acceptance alone does not charge a payment method; payment is confirmed separately in Stripe.

Policy acceptance is separate from optional marketing or AI permissions. You can close the review without accepting and return to your account. You do not have to accept a new checkout policy merely to access existing billing management, cancel renewal, obtain invoices or request support.

The accepted version is retained as an audit record. Material policy changes apply prospectively with the notice and protections in the Terms of Service; acceptance of a later version does not remove mandatory rights or silently rewrite an earlier paid period.

For assistance, use Support in SQL Hop or https://sqlhop.com/contact. Provide the organization name, invoice or subscription reference and a clear description of the request, but never send card numbers, passwords, security codes or Oracle credentials. Areebi Consulting Inc. operates SQL Hop from Alberta, Canada. Read the full Terms of Service at https://sqlhop.com/terms and Privacy and Data Handling notice at https://sqlhop.com/privacy.

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