

Subscription and Refund Policy

Last updated: September 24, 2026

The short version

The planner is free. Paid plans renew automatically until you cancel, and you can cancel in Settings in a few clicks. After cancelling you keep your plan until the end of the period you paid for. If you were charged by mistake, we will refund you. Cancelling never deletes your data.

Contents

- | | |
|----------------------|--------------------|
| 1. About this policy | 7. Refunds |
| 2. The free plan | 8. Failed payments |
| 3. Payment | 9. Price changes |
| 4. Automatic renewal | 10. Taxes |
| 5. How to cancel | 11. Questions |
| 6. Changing plans | |

1. About this policy

This policy is part of the [Terms of Service](#) and applies when you buy a paid plan (Plus or Arc Max) on the Arcavelo website. Current prices, billing periods, and what each plan includes are on the [plans page](#), and are shown again at checkout before you pay.

If you subscribe through Apple's App Store, Apple handles the payment and Apple's terms and refund process apply to it. You manage and cancel that subscription in your Apple account settings, not in Arcavelo.

2. The free plan

Everything needed to plan a semester by hand is free, with no time limit and no card required. The free plan includes a limited AI allowance, shown on the plans page.

3. Payment

Payments are processed by Stripe. You enter your card details on Stripe's own checkout page; Arcavelo never receives or stores your full card number. By subscribing, you authorize us, through Stripe, to charge your payment method the price shown at checkout, plus any applicable tax, at the start of each billing period.

Prices are in U.S. dollars. Your bank may charge its own fees, such as foreign transaction fees, which we do not control.

4. Automatic renewal

Paid plans renew automatically at the end of each billing period, for the same length of time and at the then-current price, until you cancel. Monthly plans renew every month; yearly plans renew every year. You will be charged on the renewal date unless you cancel before it.

For yearly plans, we will email you a reminder between 30 and 60 days before the plan renews, telling you the renewal date, the price, and how to cancel.

You will receive an email receipt from Stripe for each charge.

5. How to cancel

You can cancel at any time, online, from **Settings** → **Plan**, which opens a secure Stripe page where cancelling takes one step. You do not need to contact us, but you can also cancel by emailing support@arcavelo.app from the address on your account.

- Cancelling stops all future charges. You keep your plan until the end of the period you have already paid for, and it then moves to the free plan.
- Cancelling, or moving to the free plan, never deletes your data. Your classes, assignments, grades, past imports, and Arc conversations all stay exactly as they are. Only the AI allowances change back to the free amounts.
- If you want to delete your account as well, cancel your plan first, then delete the account from Settings.

6. Changing plans

You can switch between plans and billing periods from Settings → Plan. Before you confirm a switch, the Stripe page shows exactly what you will be charged or credited and when the change takes effect. Nothing changes until you confirm.

7. Refunds

Payments are generally non-refundable, and partial billing periods are not refunded automatically when you cancel. We do give refunds in these cases:

- **Mistaken or duplicate charges**, and charges after you cancelled.
- **Something went wrong on our side**, such as the paid features being unavailable for a significant part of your billing period.
- **A yearly renewal you did not mean to keep**: if you email us within 14 days after a yearly plan renews and have not used any paid AI allowance since the renewal, we will refund that renewal in

full.

- **We close your account or discontinue the Service** for a reason other than your breach of the Terms: we refund the unused part of your current period.
- **The law requires it** where you live.

To ask for a refund, email support@arcavelo.app from the address on your account within 60 days of the charge. Approved refunds go back to the original payment method, usually within 5 to 10 business days depending on your bank. Please contact us before disputing a charge with your bank; it is usually faster, and we will fix genuine mistakes.

8. Failed payments

If a renewal payment fails, your plan is not cancelled straight away. Stripe will retry the payment over several days, and your plan keeps working during that time. You can update your card from Settings → Plan. If the payment still cannot be collected, your account moves to the free plan. Nothing is deleted.

9. Price changes

We may change the price of a plan. A new price never applies in the middle of a period you have already paid for. We will tell you by email at least 30 days before a new price applies to your next renewal, and you can cancel before then if you do not want to pay it.

10. Taxes

Prices do not include sales tax or similar taxes unless the checkout page says otherwise. Where we are required to collect tax, it will be shown at checkout and on your receipt.

11. Questions

Billing questions and refund requests can be sent to support@arcavelo.app.

Arcavelo is operated by Jacob Knox, an individual residing in Illinois, doing business as "Arcavelo". Contact: support@arcavelo.app.