

# General Terms and Conditions

This Agreement is made between CJA Consulting, Wilks Farmhouse, Lenham Heath, Maidstone ,Kent ME17 2BT and the Customer for the provision of Services as detailed in the Schedule of Service Supply all in accordance with the following General Terms and Conditions.

## 1. INTERPRETATION AND DEFINITIONS

1.1 In this Agreement the following terms shall have the respective meanings assigned to them (words in the plural include the singular and vice versa):

- 1.1.1 "Agreement" means this agreement comprising the General Terms and Conditions, the Schedule of Service Supply and the AUP .
- 1.1.2 "AUP" means the Acceptable Use Policy which is hereby expressly incorporated by reference into this Agreement. This policy is handed down from Netscalibur, who lease the Server to CJA Consulting. A current copy of this policy may be found at <http://www.netscalibur.co.uk/aup.html>;
- 1.1.3 "the Customer" means the person, group of people, or company, who receive the Service from CJA Consulting under the terms of this Agreement, as identified in the Schedule of Service Supply;
- 1.1.4 "Commencement Date" means the date of commencement of the Service;
- 1.1.5 "Fees" means the Hosting Annual Subscription Fee, Design Fee and special requirement Fee, together being the amounts payable by the Customer for provision of the Service as set out in the Schedule of Service Supply;
- 1.1.6 "Force Majeure" means any circumstances beyond reasonable control including but not limited to Acts of God, fire, lightening, explosion, flood, extreme weather conditions, outbreak of hostilities (whether war be declared or not), riot, civil disorder or commotion, acts of terrorism, industrial disputes or acts or defaults of any local or central Government or other competent authority;
- 1.1.7 "General Terms and Conditions" means these terms and conditions, forming part of the Agreement;
- 1.1.8 " Schedule of Service Supply" means the schedule of service supply appended to and forming part of this Agreement;
- 1.1.9 "the Service" means the Services to be provided by CJA Consulting as specified in the Schedule of Service Supply;
- 1.1.10 Design Fee means the amount payable by the customer for the initial design and set up of the website. A Design Fee may also be charged for pages added to the site during the continuance of this agreement.
- 1.1.11 "Search Engine Submission Fee" means the amount payable by the customer for a single or fixed number of submissions to Search Engines.
- 1.1.12 "Special Requirement Fee" means the amount payable by the customer for any bespoke services. These may be a single payment or an annual subscription payment.
- 1.1.13 "Web Hosting Fee" or "Subscription Fee" means the amount payable by the Customer for continued use of the Service;

## 2. PROVISION OF SERVICE

2.1 In consideration of the payment by the Customer of the Fees, CJA consulting shall provide the Services during the continuance of this Agreement subject to the compliance by the Customer with all the terms and obligations set out in this Agreement.

2.2 The Customer may request that the services and facilities comprised in the Services be altered. Any such request must be made in writing or by electronic mail and shall only take effect if agreed by CJA Consulting.

2.3 Where the Service being provided requires, CJA Consulting will liaise with the Internet IP numbering authorities to register a block of IP numbers for Customer use. These will only be available while the Customer maintains this Service with CJA Consulting and may be subject to change or restrictions as decided by the numbering authorities.

2.4 Where the Service being provided requires, CJA Consulting will liaise with the relevant domain administering facilities to register or transfer a domain name for Customer use. The Customer is responsible for ensuring that the domain has been registered accurately and for updating their contact details if their address changes. The Customer is fully responsible for administration and management of their domain name from the point of Termination of the Service.

### **3. TERM**

3.1 The term of this Agreement shall commence on the Commencement Date and continue for the Initial Period set out in the Schedule of Service Supply (subject to the right of earlier termination by CJA Consulting under Clause 7) and shall continue thereafter from year to year unless and until terminated by either party in accordance with the terms of this Agreement.

### **4. CJA CONSULTING RIGHTS AND OBLIGATIONS**

4.1 CJA Consulting shall give instructions about use of the Service which CJA Consulting thinks reasonable to be necessary in the interests of safety, or of concern to the quality of service to CJA Consulting other customers and any such instructions shall, whilst they are in force, be deemed to form part of this Agreement. These instructions will reflect the Rights and Obligations of the Server Lease company Netscalibur UK Ltd.

4.2 Subject as set out in Clause 2.1 CJA Consulting shall provide the Service on a 24 hour per day basis, 7 days a week but:-

4.2.1 access to the Service may be occasionally restricted to allow repairs, maintenance and archiving in which case CJA Consulting will use all reasonable endeavours to provide the Customer with advance notice of such restriction;

4.2.2 CJA Consulting shall not be liable for any Service Outage.

4.2.3 CJA Consulting shall have the right to examine the use(s) to which the Service is put by the Customer and to disclose such use to third parties for legal or statutory purposes, in order to identify misuse or abuse of the Internet, or to ensure the smooth running of and identify faults in its network and the rest of the Internet; and

4.2.4 CJA Consulting shall have the right at any time and upon reasonable notice to send an engineer to the Customer's premises to undertake any necessary maintenance.

### **5. CUSTOMERS OBLIGATIONS**

5.1 The Customer shall at all times use the Service in accordance with the AUP and shall indemnify and hold harmless CJA Consulting from any losses incurred by reason of breach of this clause. In particular the Customer shall not, nor permit any other person to, use the Service:

- 5.1.1 to send or receive any material which is abusive, indecent, obscene, defamatory, racist, offensive, menacing or in breach of confidence, copyright or any other rights or which contains unlawful security devices or which contravenes any laws;
  - 5.1.2 to cause annoyance, inconvenience or needless anxiety;
  - 5.1.3 other than in accordance with the acceptable use policies of any connected networks including the Internet;
  - 5.1.4 to send unsolicited advertising or mailshots of any kind.
- 5.2 Unless otherwise specified in the Service the Customer is responsible for backup of its own files and CJA Consulting does not offer recovery facilities as a service to the Customer.
- 5.3 This agreement is personal to the Customer and accordingly the Customer may not assign, transfer or "sub-let" its rights under this Agreement or any part of the Service itself without the prior written consent of CJA Consulting.
- 5.4 The Customer shall not resell or sublet the service. Examples of prohibited reselling or subletting include, but are not limited to: Internet Service Provision outside of the Customer's company or organisation, resale of bandwidth, internet connectivity or services provided by CJA Consulting unless specifically authorised.
- 5.5 The Customer is solely responsible for obtaining the appropriate licences for, and undertaking the appropriate maintenance of, any software necessary for use of the Service, other than any software which may be provided by CJA Consulting which the customer agrees to comply with any terms and conditions governing the use of the software.
- 5.6 In the event that software is provided by CJA Consulting as part of the Service, CJA Consulting hereby grants a personal, non-exclusive licence for the term of this Agreement to the Customer to use such software solely for the receipt of the Services under this Agreement.
- 5.7 Unless otherwise agreed in writing between the parties, the Customer is solely responsible for its own and any third party software, programs and data, the maintenance of the same and the output therefrom and for ensuring that such items are (if applicable) properly licensed, including being licensed for use by CJA Consulting if necessary.

## **6. CHARGES FOR THE SERVICE**

- 6.1 The Customer shall pay to CJA Consulting Fees relating to the Service on the basis specified in the Schedule of Service Supply.
- 6.2 CJA Consulting may alter the amount of the Fees or of any of its charges at any time after the initial period and shall notify the Customer in writing of any alteration (either increase or decrease) and such change shall take effect from the date specified in such notification which shall not be less than 30 days after the giving of such notice.
- 6.3 The Fees are not refundable, except where otherwise stated herein. Fees paid in advance at a discounted rate are also not refundable if the Customer Terminates the Service before they have been fully used.
- 6.4 Fees are exclusive of value added tax which shall be paid by the Customer unless otherwise stated.
- 6.5 Fees do not include charges for any communications service used to connect the Customer to the Service unless otherwise stated.

- 6.6 Additional charges may be made at CJA Consulting current standard consultancy rates for advanced support, custom programming or configuration, or software installation.
- 6.7 CJA Consulting may at its discretion charge interest on any amounts due from the Customer under this Agreement which are not paid within 30 days of invoice at the rate of 5 percent above Barclays Bank plc base rate for the time being calculated from the date of the invoice to the date actual payment is received.
- 6.8 Cheques and direct debits returned unpaid by the Customer's bank may incur an administration charge which in any event shall be paid by the Customer.
- 6.9 In no event shall CJA Consulting incur liability for Service Outage.
- 6.9.1 In any event such Service Outage credit shall not exceed the corresponding monthly Subscription Fee for the period of the Outage, and shall only be due from the period starting when the Customer contacted NETSCALIBUR UK LIMITED to alert them to the problem.
- 6.10 CJA Consulting reserves the right at any time to require the Customer to issue a deposit or other form of security acceptable to CJA Consulting if: a) Customer's financial circumstances or payment history is or becomes unacceptable to CJA Consulting; b) there is a material change in the circumstances or Customer's actual or anticipated usage. Upon receipt of a written request for security the Customer shall have five (5) business days to provide such security and if Customer fails to comply with such request within said period then CJA Consulting shall be authorised to immediately suspend the delivery of Services and / or terminate this agreement without further notice.
- 6.11 CJA Consulting reserve the right to require customers to enhance or upgrade their bandwidth or level of service or associated cover in the event that the services herein become inappropriate or insufficient to meet the customers existing or future growth requirements and which in the opinion of CJA Consulting requires a different service more appropriate to the Customer's usage pattern or needs. The customer will be liable for the higher charges and costs associated with the upgraded service.

## **7. TERMINATION AND SUSPENSION OF SERVICE**

7.1 If the Customer:

- 7.1.1 fails to pay any Fees or related charges;
- 7.1.2 shall cease to carry on business or become insolvent, or have an administrator or receiver appointed or enter into liquidation or enter into any agreement with its creditors;
- 7.1.3 fails to fulfil any of its obligations under any part of this or any other agreement that it has with CJA Consulting or interferes with or impairs the Service, or CJA Consulting ability to perform the Services; then CJA Consulting may (without prejudice to any other right or remedy):
- 7.1.4 suspend provision of the Service until the Customer shall remedy such matter but the Customer shall continue to be liable for any of the charges and Fees which may accrue during such suspension; and/or
- 7.1.5 after giving written notice, terminate the Agreement between the Customer and CJA Consulting forthwith in which case any unused portion of the Fee will not be returned; and/or
- 7.1.6 refuse access by the Customer to any Customer and/or CJA Consulting equipment at CJA Consulting premises.

- 7.2 CJA Consulting may terminate the Customer's access to the whole or any part of its Services at any time by providing not less than the Appropriate Written Notice Period and returning the unused portion of the Subscription Fees.
- 7.3 The Customer may terminate the Service by providing not less than the Appropriate Written Notice Period as specified in the Schedule of Service Supply, which notice may be given at any time but which may only take effect on or after the expiry of the Initial Period.
- 7.4 Upon termination of this Agreement, however brought about, the Customer shall remain liable for all outstanding obligations and Fees and this Agreement shall continue to cover any material sent or received by the Customer for as long as it remains on the Service.
- 7.5 For the avoidance of doubt, any licences granted by CJA Consulting under this Agreement shall terminate upon the termination or expiry of this Agreement.

## **8. LIMITATION OF LIABILITY**

- 8.1 Nothing in this Agreement shall exclude or restrict either party's liability for death or personal injury resulting from its negligence or that of its employees while acting in the course of their employment.
- 8.2 Subject to Clause 9.1, the Customer acknowledges that
- 8.2.1 CJA Consulting has no control over the information transmitted to or from the Service and that CJA Consulting does not ordinarily examine the use to which customers put the Service or the nature of the information they are sending or receiving. CJA Consulting hereby excludes all liability of any kind for the transmission or reception of information
- 8.2.2 CJA Consulting shall not in any circumstances be liable under this Agreement or otherwise for any direct or indirect loss, loss of business, revenue, profits or savings; wasted expenditure; corruption or destruction of data; or for any indirect or consequential loss whatever whether arising from negligence, breach of contract or otherwise.
- 8.2.3 in any event CJA Consulting liability in contract, tort or otherwise (including negligence) howsoever arising out of or in connection with this Agreement shall in respect of any one or more incidents not exceed the total Fees received by CJA Consulting in the calendar year in which the incident occurs.
- 8.3 The Customer shall indemnify CJA Consulting against any claims, legal proceeding and expenses (including legal fees), arising from the Customer's use of the Service which are brought or threatened against CJA Consulting by another person or company.
- 8.4 In the event of any part of this Agreement being held inapplicable or unreasonable, the remainder of the Agreement shall remain in full force and any clause held inapplicable or unreasonable shall be enforced to the fullest extent possible.
- 8.5 The provisions of this Clause 8 shall continue to apply notwithstanding the termination or expiry of this Agreement.

## **9. SERVICE OF NOTICE**

- 9.1 Any written document shall be deemed to be given or served by CJA Consulting on the day following that on which it is emailed to the Customer's internet electronic mail account, or posted to, or left at, the address given by the Customer for receiving bills.

9.2 Any information published on the service, including changes to Fees or charges, shall be deemed to be given or served by CJA Consulting on the day that it is published and such change shall take effect on the expiry of the Appropriate Written Notice period.

## **10. FORCE MAJEURE**

10.1 Neither CJA Consulting nor the Customer shall be liable for any breach of this Agreement caused or substantially contributed to by Force Majeure.

## **11. LAW**

11.1 These General Terms and Conditions are subject to the laws of England and Wales and the Customer hereby submits to the jurisdiction of the English Courts.

11.2 The Schedule of Service Supply, these General Terms and Conditions, the AUP and any Appendix contain the entire Agreement between the parties with respect to the Service, and supersedes all previous agreements and understandings between the parties, and may not be modified save as provided herein.

11.3 The Customer acknowledges that, in entering into this Agreement, it does not rely on any representation (other than any fraudulent misrepresentation), warranty or other provision except as expressly provided in this Agreement, and accordingly all conditions, warranties or other terms implied by statute or common law are hereby excluded to the fullest extent permitted by law.

11.4 The Customer shall observe the requirements of the Data Protection Acts 1984 and 1998 regarding any personal data related to CJA Consulting employees, customers and agents that comes into its possession and shall indemnify CJA Consulting against any claims related to the Data Protection Acts which result from the negligence of the Customer or its employees.

11.5 The Customer and CJA Consulting shall not for a period beginning on the Commencement Date until six (6) months after the termination date directly or indirectly solicit or seek to procure (otherwise than by general advertising) the employment of any employee of the other party.

11.6 The Customer shall ensure that CJA Consulting and all persons authorised by CJA Consulting will have reasonable access to the Customer's premises and equipment to enable CJA Consulting to carry out its obligations under this Agreement, and will ensure that CJA Consulting has access to such facilities and is given such co-operation at the Customer's premises as CJA Consulting shall reasonably request.

11.7 The Customer will grant or procure all permissions, licences, waivers, registrations and approvals necessary or reasonably considered desirable by CJA Consulting to deliver, install, keep installed and maintain at the Customer's premises any CJA Consulting equipment.

11.8 The customer hereby agrees that NETSCALIBUR UK LIMITED may refer to the customer, by company or trading name, and to the existence of this Agreement in any marketing or promotional materials.

## **12. YEAR 2000**

12.1 The Server lease company NETSCALIBUR UK LIMITED has a long standing year 2000 programme seeking to resolve any problems caused by the year 2000 issue and is confident that any impact upon normal services will be negligible. However, for the avoidance of doubt, CJA Consulting makes no warranty or representation that the Services or any aspect of them, are year 2000 compliant. The Customer should refer to <http://www.netscalibur.co.uk/support/gy2k.html> for current statements regarding the year 2000 issue.

### **13. CHANGE OF GENERAL TERMS AND CONDITIONS**

13.1 CJA Consulting may at any time, and with immediate effect, modify the AUP;

13.2 CJA Consulting may modify the Agreement where it is required to do so, by notifying the Customer in writing and giving 30 days notice where possible. This would include where changes to the law, rules applied by Internet authorities and collaborative Internet bodies require CJA Consulting to modify its procedures, policies or services.

13.3 CJA Consulting may at any time modify the Agreement by notifying the Customer in accordance with clause 9.

### **14. RESPONSIBILITY FOR ON SITE EQUIPMENT ON CUSTOMER'S PREMISES**

14.1 The Customer shall at its own expense provide reasonable assistance and facilities to CJA Consulting in the installation of CJA Consulting equipment, any electricity required for the proper functioning of CJA Consulting equipment and shall provide or procure suitable accommodation, facilities and environmental conditions for housing the CJA Consulting equipment and all necessary electrical and other installations and fittings. The Customer will use all reasonable endeavours to effect such preparation and provision at its sole cost before such CJA Consulting equipment is installed at the Customer's premises.

14.2 The Customer shall be responsible for CJA Consulting equipment on the Customer's premises and shall not add to, modify or in any way interfere with the equipment. The Customer shall be liable to CJA Consulting for and shall insure (under an all risks policy) against any and all loss of damage to CJA Consulting equipment howsoever occasioned or caused, except in so far as any such loss or damage is attributable to the negligent or wilful act or omission of CJA Consulting, its agents or subcontractors.

14.3 Unless otherwise provided in the Contract, ownership (both legal and beneficial) of CJA Consulting equipment shall be retained by CJA Consulting at all times and the Customer will not remove or alter in any way any identification mark on any part of the CJA Consulting equipment showing that it is owned by CJA Consulting. On all occasions when the ownership of the CJA Consulting equipment is relevant, the Customer shall make clear to third parties that the same is the property of CJA Consulting.

14.4 Upon termination of the Agreement, the Customer shall, at its own expense, return within five business days any CJA Consulting equipment to CJA Consulting.