

Virtual Office Terms & Conditions – March 2024

This agreement is between Erewash Partnership Ltd and you ("you" or "the customer"). This agreement, together with any operating rules, policies, price schedules, or other supplemental documents expressly incorporated herein by reference and published from time to time by Erewash Partnership Ltd (collectively, the "Agreement"), constitutes the entire agreement between Erewash Partnership Ltd and you regarding the Erewash Partnership Ltd services, and supersedes all prior agreements the parties regarding the subject matter of this Agreement.

1. Virtual Office services

Virtual Office: Virtual Office includes a postal address for the receipt, temporary holding and forwarding of letters delivered by Royal Mail or any other body authorised from time to time by law to operate a mail delivery service. Mail collection is Monday to Friday between 9:30am and 4:30pm.

2. Virtual Office service usage

As a virtual Office customer, you will receive a postal address for the receipt, temporary holding and forwarding of letters delivered by Royal Mail or any other body authorised from time to time by law to operate a mail delivery service. Letters will be accepted, stored temporarily for a period of no longer than 30 days for you to collect (unless you have specified otherwise) before being returned to sender. Letters must be addressed to you or your company and we reserve the right to return correspondence not clearly addressed to you. Mail forwarding will take place monthly, or more frequently by agreement.

Erewash Partnership Ltd may in its absolute discretion refuse to accept delivery of any item for any reason, including, without limitation, that there is no or insufficient prepaid postage; or any payment is outstanding; or if it appears to Erewash Partnership Ltd in its opinion that the delivery of the item is in breach of any of these Terms and Conditions; or if the customer is using the Virtual Office service for the delivery of unreasonably large items of mail or an unreasonable volume of items of mail; or if the Virtual Office service is being used for the storage or delivery of items of value.

If Erewash Partnership Ltd refuses to accept an item from or for a customer, it will endeavor to inform the customer at the customer's last known address of that decision. Erewash Partnership Ltd shall not be responsible for any loss, damage or other consequences to the customer or any third party. Erewash Partnership Ltd shall not in any event be liable for any indirect or consequential loss, including loss of profit, however it may arise, nor for any liabilities, costs, claims, demands or expenses arising from any event including, but not limited to, any loss, damage, delay or misdelivery of postal items.

The service is SUBJECT TO Erewash Partnership Ltd "FAIR USE" POLICY. UNDER THIS POLICY, IF AT ANYTIME, IN Erewash Partnership Ltd SOLE DISCRETION, YOUR USE EXCEEDS THE LEVEL OF USE REASONABLY EXPECTED FROM SOMEONE USING THIS SERVICE FOR INDIVIDUAL USE, THEN Erewash Partnership Ltd RESERVES THE RIGHT TO TERMINATE OR SUSPEND YOUR VIRTUAL OFFICE ACCOUNT WITHOUT PRIOR NOTICE. IN SUCH AND EVENT, AN Erewash Partnership Ltd REPRESENTATIVE WILL ATTEMPT TO CONTACT YOU IN AN EFFORT TO NEGOTIATE AND ESTABLISH A REASONABLE USAGE CHARGE THAT WILL PERMIT YOU TO CONTINUE TO USE YOUR SERVICE.

3. Customer Responsibilities

You are fully responsible for the contents of your transmissions through the services. Erewash Partnership Ltd simply acts as a passive conduit for you to send and receive information of your choosing. However, Erewash Partnership Ltd reserves the right to take any action with respect to the services that Erewash Partnership Ltd deems necessary or appropriate in its sole discretion if Erewash Partnership Ltd believes you or your information may create liability for Erewash Partnership Ltd, compromise the services for you or other customers. Your use of the services is subject to all applicable local, national and international laws and regulations (including without limitation those governing account collection, export control, consumer protection, unfair competition, anti-discrimination or false advertising).

You agree; (1) to comply with UK law regarding the transmission of technical data exported from the United Kingdom through the services; (2) not to use the services for illegal purposes; (3) not to interfere or disrupt networks connected to the services; (4) not to use the services to infringe any third party's copyright, patent, trademark, trade secret or other proprietary rights of publicity or privacy;

and (5) not to transmit through the services any unlawful, harassing, libelous, abusive, threatening, harmful, vulgar, obscene or otherwise objectionable material of any kind or nature. You further agree not to transmit any material that encourages conduct that could constitute a criminal offence, give rise to civil liability or otherwise violate any applicable local, national or international law or regulation. You must be responsible for all charges resulting from use of your Virtual Office account.

4. Termination

You may terminate your Virtual Office account at any time, upon one calendar month's written notice. Any mail received after your notice period has expired will be stored for no longer than 30 days before any mail received after the 30 day period will be returned to sender. It is your responsibility to notify your clients of change of address. Until notice of termination is received and your notice period has expired, you will be billed your normal subscription and usage charges on a recurring basis. Upon termination you will immediately remove any logos and addresses associated with Erewash Partnership Ltd from your website, marketing materials and Companies House.

5 Customer Representations

You represent and warrant that you are at least 18 years of age, as applicable, and that you possess the legal right and ability to enter into this agreement. You agree to be financially responsible for your use of Erewash Partnership Ltd services (as well as for use of your account by others, including minors living with you) and to comply with your responsibilities and obligations as stated in this Agreement.

6. Modifications to services

Erewash Partnership Ltd reserves the right to modify or discontinue any of the services with or without notice to you. Erewash Partnership Ltd shall not be liable to you or any third party should Erewash Partnership Ltd exercise its right to modify or discontinue the services.

7. Charges and Payments

- a. You agree to pay all charges for your use of Virtual Office at the prices then in effect. Erewash Partnership Ltd reserves the right to change prices or institute new charges for access to or use of Virtual Office. All changes will be posted to you at the address you supplied one month prior to the changes taking effect. Continued use of the Virtual Office services or non-termination of your Virtual Office account after the notification of changes constitutes your acceptance of the prices as modified by the posted changes.
- b. Your standard monthly service charge are payable in advance and are COMPLETELY NON-REFUNDABLE. Variable costs will be billed in arrears.
- c. Variable costs are to be paid by bank transfer on a monthly basis.
- d. You must promptly notify Erewash Partnership Ltd of any changes to Bank Account details.
- e. If the customer fails to make payment 14 days after the payment becomes due or if you breach any of these Terms & Conditions, Erewash Partnership Ltd shall be entitled at anytime thereafter to terminate the Virtual Office service forthwith without prejudice.
- f. Erewash Partnership Ltd reserves the right to suspend or terminate your Virtual Office account without notice upon return of a Standing Order or transfer payment.
- g. Failure to arrive for a pre-booked meeting room will incur a £25 charge. Cancellation of a pre-booked meeting room less than 24 hours prior to the date and time of the meeting will incur a £15 charge.
- h. Failure to arrive for a pre-booked training room will result in the client being invoiced for the total amount due. Cancellation of a pre-booked training room less than 24 hours prior to the date and time of the meeting will incur a 50% charge.

8. No Resale OR Commercial Use Of The Services

Your right to use the services is personal to you. You may be either an individual or a corporation or business entity, but you agree not to resell the use of the services.