COMPTON SERVICES

Mobile ICT Support · Repairs · Networking · Web Design · Cloud Hosting

HOSTING SERVICES AGREEMENT

Web Hosting, Domains & Cloud Storage — Compton Services

■ 1. Parties to this Agreement

1.1 Service Provider: Compton Services, a sole trader business, Margate, Kent. Email: info@comptonservices.co.uk Tel: 01843 278935 Website: www.comptonservices.co.uk

1.2 Client: The individual or business named and signing this agreement (the "Client"), whose details are set out in the signature block at the end of this document.

1.3 This agreement governs the provision of all hosting, domain, and cloud storage services provided by Compton Services to the Client.

■ 2. Hosting Services Covered

2.1 Shared Hosting: UK-based shared web hosting with SSL certificate, cPanel access, email hosting, and fully managed infrastructure. From £5.00/month.

2.2 VPS Hosting: Virtual private server provisioning, managed setup, and monitoring. One-off setup fee of £50.00. From £5.00/month. Software licences (cPanel, Plesk, etc.) charged separately at cost.

2.3 VPS Maintenance Plan: Monthly OS updates, security patching, performance monitoring, basic support, and health checks at £19.99/month.

2.4 WordPress Hosting & Maintenance: Managed WordPress hosting including core, plugin, and theme updates, security monitoring, and regular backups. Pricing per current Hosting Price List.

2.5 Domain Registration & Transfer: .co.uk £14.99/yr, .com £17.99/yr. Domain transfers charged at the same rate as registration for the applicable TLD.

2.6 Cloud Storage & Remote Backup: AES-256 encrypted offsite backup. Plans from 1TB (£5.00/month) to 20TB (£50.00/month). Setup fee £50.00. Snapshot scheduling £5.00 one-off. Snapshot data recovery £25.00.

2.7 The specific services subscribed to by the Client will be confirmed in writing at provisioning. Compton Services may update service specifications with reasonable notice.

2.8 Addon packages are available for support; these start from £8.99 and go to £24.99 per month. These also require 30 days written notice if you wish to terminate the service.

■ 3. Service Levels and Uptime

3.1 Compton Services will use reasonable endeavours to maintain 99.5% uptime per calendar month for shared and VPS hosting, excluding scheduled maintenance.

3.2 Scheduled maintenance will be carried out during off-peak hours where possible. Advance notice will be given where reasonably practicable.

3.3 Compton Services does not guarantee uninterrupted service and accepts no liability for downtime caused by: (a) third-party data centre outages; (b) Client actions or misconfigurations; (c) DDoS attacks; (d) force majeure events.

3.4 Service status is available at status.comptonservices.co.uk. Issues should be reported via support.comptonservices.co.uk or info@comptonservices.co.uk.

■ 4. Client Responsibilities and Acceptable Use

4.1 The Client is responsible for maintaining the security of all account credentials. Compton Services accepts no liability for unauthorised access resulting from compromised Client credentials.

4.2 The Client agrees not to use Compton Services' infrastructure to: (a) host illegal content; (b) send unsolicited bulk email; (c) host malware or phishing pages; (d) conduct activities that impact other hosted clients; (e) infringe third-party intellectual property rights.

4.3 Compton Services reserves the right to immediately suspend any service found in breach of clause 4.2 without prior notice, and to report activity to relevant authorities where required by law.

4.4 The Client is solely responsible for all content hosted on their account. Compton Services does not review, moderate, or take editorial responsibility for Client content.

4.5 For WordPress hosting, the Client is responsible for keeping Client-managed plugins, themes, and custom code updated unless a WordPress maintenance plan is in place. See section 2.8

■ 5. Domain Name Registration and Management

5.1 Domain names are registered in the Client's name and remain the Client's property at all times. Compton Services acts as the Client's agent for registration and renewal only.

5.2 Domain renewal reminders will be sent to the Client's registered email. It is the Client's responsibility to keep contact details current and pay renewal fees promptly.

5.3 Compton Services accepts no liability for loss of a domain name due to the Client's failure to respond to renewal reminders or pay renewal fees.

5.4 Domain registration and renewal fees are non-refundable once processed with the registry.

5.5 Compton Services will facilitate domain transfers to another registrar on request, subject to applicable transfer fees and registry rules.

■ 6. Data, Backups, and Security

6.1 Compton Services takes regular backups of shared hosting environments as a courtesy. These backups are not guaranteed to be available at all times.

6.2 Clients are strongly advised to maintain their own independent backups. Compton Services accepts no liability for data loss where the Client has not maintained their own backups.

6.3 Cloud storage data is encrypted using AES-256 at rest and in transit. Compton Services will take reasonable steps to ensure security and integrity of stored data.

6.4 In the event of a security incident, Compton Services will notify the Client as soon as reasonably practicable and take reasonable steps to remediate.

6.5 All Client data is handled in accordance with UK GDPR and the Data Protection Act 2018. Data will not be disclosed to third parties except where required by law.

■ 7. Payment Terms

7.1 Hosting fees are billed monthly or annually in advance. Invoices are issued at the start of each billing period and due within 7 days.

7.2 Domain registration and renewal fees are due upon invoicing and must be paid before the domain is registered or renewed.

7.3 One-off setup fees are due upon invoice before provisioning commences.

7.4 Compton Services reserves the right to revise pricing with 30 days' written notice.

7.5 All prices are inclusive of VAT.

■ 8. Non-Payment, Suspension, and Termination

8.1 If an invoice remains unpaid 7 days beyond the due date, Compton Services will issue a written reminder.

8.2 If payment is not received within 14 days of the due date, Compton Services may suspend the Client's services. Suspended services remain inaccessible until the outstanding balance is settled in full.

8.3 If payment remains outstanding 30 days beyond the due date, Compton Services may terminate services and permanently delete all associated data. At least 7 days' written notice will be given before permanent deletion.

8.4 Compton Services accepts no liability for any loss resulting from suspension or termination due to non-payment.

8.5 Reconnection of a suspended service may be subject to a reconnection fee of £25.00.

■ 9. Cancellation by the Client

9.1 The Client may cancel any hosting service by giving 30 days' written notice to info@comptonservices.co.uk.

9.2 Cancellation takes effect at the end of the current billing period following the 30-day notice period. No refunds are given for unused portions of a prepaid billing period.

9.3 Annual hosting plans cancelled before the end of the annual term will not be refunded for remaining months.

9.4 Upon cancellation, the Client is responsible for taking their own backup of all hosted data before the service terminates. Compton Services is not obligated to retain data after the termination date.

9.5 Domain names will be transferred to the Client's chosen registrar upon request at cancellation, subject to applicable transfer fees.

■ 10. Liability and Limitations

10.1 Compton Services' total liability for any claim is limited to the total fees paid by the Client for the specific service in question during the 3 months preceding the claim.

10.2 Compton Services accepts no liability for: (a) loss of revenue or profits; (b) loss of data; (c) consequential or indirect losses; (d) third-party infrastructure outages; (e) the Client's failure to maintain backups; (f) security breaches from Client-managed software or credentials.

10.3 Nothing limits liability for death or personal injury caused by negligence, fraud, or liability that cannot be excluded by law.

■ 11. General Terms

11.1 This agreement constitutes the entire agreement between the parties regarding hosting services and supersedes all prior discussions.

11.2 Terms may be updated with 30 days' written notice. Continued use after that date constitutes acceptance.

11.3 Neither party is liable for failure to perform due to circumstances beyond their reasonable control (force majeure).

11.4 This agreement is governed by the laws of England and Wales. Disputes are subject to the exclusive jurisdiction of the courts of England and Wales.

11.5 If any provision is found unenforceable, remaining provisions continue in full force.

■ 12. Agreement and Signatures

By signing below, both parties confirm they have read, understood, and agree to the terms of this Hosting Services Agreement.

CLIENT

Full Name / Business Name: _____

Address: _____

Town / City: _____

Postcode: _____

Email: _____

Phone: _____

Signature: _____ **Date:** _____

COMPTON SERVICES

Name: _____

Signature: _____ **Date:** _____

Compton Services is a sole trader business registered in England and Wales. This agreement covers hosting, domain, and cloud storage services only. For IT support services please request a separate Support Agreement.