



## TERMS AND CONDITIONS

*www.otipro.co.uk — Website Terms of Use and Service Terms*

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<b>Governing Law:</b>	England and Wales

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<b>Company:</b>	OtiPro Ltd, Company No. 14122160 (incorporated 20 May 2022)
<b>Registered Address:</b>	27 Heathfield Road, London SW18 3HR
<b>Contact:</b>	admin@otipro.co.uk
<b>Website:</b>	www.otipro.co.uk
<b>Governing Law:</b>	England and Wales

*Please read these Terms and Conditions carefully before using [www.otipro.co.uk](http://www.otipro.co.uk) or engaging OtiPro Ltd's services. By using this website or engaging our services, you agree to be bound by these terms. If you do not agree, please do not use this website or our services.*

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## PART A — WEBSITE TERMS OF USE

### 1. About Us

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OtiPro Ltd (Company No. 14122160 (incorporated 20 May 2022)) is a company registered in England and Wales. Our registered office is at 27 Heathfield Road, London SW18 3HR. We provide property management, laundry, facilities support, and concierge services across London.

### 2. Use of This Website

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2.1 You may use this website for lawful purposes only. You must not use this website:

- In any way that breaches any applicable local, national, or international law or regulation
- To transmit any unsolicited or unauthorised advertising or promotional material
- To knowingly transmit any data, send or upload any material that contains viruses or any other harmful programs
- To attempt to gain unauthorised access to any part of this website or any server, computer, or database connected to it
- To engage in any conduct that restricts or inhibits anyone's use or enjoyment of the website

2.2 We reserve the right to restrict or terminate access to this website at any time without notice.

### 3. Intellectual Property

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3.1 All content on [www.otipro.co.uk](http://www.otipro.co.uk), including text, images, graphics, logos, and the design of the website, is owned by or licensed to OtiPro Ltd and is protected by copyright and other intellectual property laws.

3.2 You may view, download, and print content from this website for your own personal, non-commercial use only. You must not reproduce, distribute, modify, or create derivative works from any content on this website without our prior written consent.

### 4. Accuracy of Information

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4.1 We make reasonable efforts to ensure that the information on this website is accurate and up to date. However, we do not guarantee the completeness or accuracy of any information and we may update or change content at any time without notice.

4.2 Nothing on this website constitutes legal, financial, or professional advice. You should seek appropriate professional advice before acting on any information obtained from this website.

### 5. Limitation of Liability

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5.1 To the fullest extent permitted by law, we exclude all liability for:

- Any loss or damage arising from your use of, or inability to use, this website
- Any loss or damage caused by a virus, distributed denial-of-service attack, or other technologically harmful material that may infect your computer equipment as a result of your use of this website
- Any loss of data, business, profits, or goodwill arising from your use of this website

5.2 Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by English law.

## 6. Third-Party Links

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This website may contain links to third-party websites. These links are provided for your convenience only. We have no control over the content of those websites and accept no responsibility for them or for any loss or damage that may arise from your use of them.

## 7. Cookies and Privacy

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Our use of cookies and personal data is governed by our Privacy Policy, available at [www.otipro.co.uk/privacy-policy](http://www.otipro.co.uk/privacy-policy). By using this website, you consent to our use of cookies as described in that policy.

# PART B — SERVICE TERMS

## 8. Our Services

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OtiPro Ltd provides the following services:

- Property management services
- Commercial laundry services
- Concierge and facilities support services
- Registered manager services

The specific terms of any individual service engagement are set out in the relevant service agreement or contract signed between OtiPro Ltd and the client.

## 9. Enquiries and Quotes

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9.1 Submitting an enquiry through our website or contacting us by email or telephone does not create a binding contract. A contract is only formed when both parties have signed a written service agreement.

9.2 Any quotation provided by OtiPro Ltd is valid for [30 days] from the date of issue unless otherwise stated. We reserve the right to withdraw or amend a quotation before it is accepted.

## 10. Fees and Payment

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10.1 Our fees are set out in the relevant service agreement. Unless otherwise agreed in writing, invoices are payable within 14 days of the invoice date.

10.2 We reserve the right to charge interest on overdue invoices at the rate of 8% per annum above the Bank of England base rate under the Late Payment of Commercial Debts (Interest) Act 1998.

10.3 We reserve the right to suspend services if invoices remain unpaid beyond 30 days of the due date.

## 11. Our Liability to Clients

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11.1 We will provide our services with reasonable skill and care. However, we do not guarantee any specific outcome or result from our services.

11.2 Our total liability to any client in connection with any service agreement shall not exceed the total fees paid by that client to OtiPro Ltd in the three months immediately preceding the event giving rise to the claim, except where liability cannot be limited by law.

11.3 We shall not be liable for any indirect, consequential, or special loss, loss of profit, loss of business, or loss of goodwill, even if we have been advised of the possibility of such loss.

11.4 Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence, fraud, or fraudulent misrepresentation.

## 12. Confidentiality

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Both OtiPro Ltd and its clients agree to keep confidential all non-public information received from the other party in connection with the services. This obligation continues for a period of three years after the end of the relevant service agreement.

## 13. Data Protection

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We process personal data in accordance with our Privacy Policy and UK GDPR. Where we process personal data on behalf of a client as a data processor, the terms of our data processing obligations will be set out in the relevant service agreement or a separate Data Processing Agreement.

## 14. Termination

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14.1 Either party may terminate a service agreement in accordance with the notice provisions set out in that agreement.

14.2 OtiPro Ltd may terminate a service agreement immediately on written notice if the client fails to pay any invoice within 30 days of its due date, or if the client is in material breach of the service agreement and fails to remedy that breach within 14 days of written notice.

## 15. Force Majeure

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OtiPro Ltd shall not be liable for any failure or delay in performing its obligations under a service agreement where such failure or delay is caused by circumstances beyond our reasonable control, including but not limited to acts of God, pandemic, government restrictions, fire, flood, or failure of third-party suppliers.

## 16. Entire Agreement

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These Terms and Conditions, together with any applicable service agreement, constitute the entire agreement between OtiPro Ltd and the client in relation to the relevant services and supersede all prior agreements, representations, and understandings.

## 17. Variation

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We reserve the right to update these Terms and Conditions at any time. The current version will always be available on our website. Continued use of our website or services following any update constitutes acceptance of the updated terms.

## 18. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of England and Wales. Any dispute arising out of or in connection with these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## 19. Contact Us

<b>Company:</b>	OtiPro Ltd
<b>Registration:</b>	Company No. 14122160 (incorporated 20 May 2022)
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