**Standard Agreement for Website Hosting**

This agreement is between;

SBB Creative Ltd, a company with registered offices at 20-22 Wenlock Road, London, N1 7GU and a company registration number 13401763 (COMPANY)

and

[CLIENT/COMPANY], a [COMPANY/PERSON] [ADRESS] [COMPANY NUMBER] (CLIENT).

The Client is retaining the Company as a provider of website hosting services. The Client agrees to the monthly fee excluding VAT in exchange for Services Included in This Agreement. Services not considered “standard website hosting” are subject to be charged at a regular hourly rate of £50 per hour excluding VAT; such services are not included in this contract.

### Services Included in This Agreement

1. Purchase and annual renewal of the Client’s URL(s) if required.
2. Management of the URL server hosting including payment of associated costs.
3. Creation and maintenance of email addresses associated with the Clients URL and payment of associated costs and renewals if required.
4. Resolution of URL or email technical issues originating from the Service Provider(s).
5. Providing technical support for the Client relating to email address set up with compatible third-party email software.
6. Providing technical support for the Client relating to use of the Service Providers applications and tools, excluding any technical support relating the functionality, compatibility, maintenance or updates of Service Provider applications.

\*Regular software updates contribute to website and email security. Some website assets and third-party software may become incompatible with those updates, requiring work not included here to maintain compatibility if desired/needed. The Company will notify the client within 48 hours of identification of any software updates which impact the compatibility of the Clients website assets and third-party software.

### Services Excluded in This Agreement

1. Updates to website content
2. Website Code Development
3. SEO updates and changes.
4. Connection and integration to third party apps and software.

### Associated Assets

All assets associated with the website and email services, including, but not limited to, URL, email address and associated data, images, copy, videos and coding, remain the property of the Client and upon termination of this agreement will be returned to the Client in full. Where these assets are in a digital format, the Company will arrange for the transfer of access rights to the Client or to a Client authorised person or party.

### Total Agreement

The Company shall provide the Client with Services Included in This Agreement on a month-to-month basis. The contract will be paid on a Monthly Basis with payment due upon receipt of invoice sent at the beginning of each month or via the SBB Creative subscription service on the website SBBCreative.com.

During the duration of this contract, the Client agrees that the Company will be the sole provider of hosting services for the web site. Should the Client, or Client authorised person or party make changes to the web site, any errors that are created that the Client needs to have repaired by the Company will be charged for at the hourly rate specified above.

### Termination of This Agreement

This Agreement can be terminated by the Client or Company at any time by providing a minimum of 30 days written notice to the other party. Notice of termination by the Client to the company must be sent to [accounts@sbbcreative.com](mailto:accounts@sbbcreative.com). All outstanding payments must be made in full before Associated Assets are returned to the Client.

### Deadlines & Deliverables

The Company will respond to all management requests from the Client within 48 hours during normal business days, via email or phone, with a confirmation that the request was received, and an estimated completion date for each action item in the request.

The Company will adhere to quoted deadlines for deliverables as detailed in the management requests upon confirmation of their inclusion in the agreement. In the event that the Company has any issues in delivering on a quoted deadline, Client will be notified via email or telephone with an explanation for any delays.

### Additional Services

Any revisions, additions, or redesign requests not specified in this document shall be considered “additional” and will require separate agreement and payment. The Company shall advise the Client on any requested work that falls within these bounds.

### Authorisation

Client hereby authorises Company to access their web hosting account, providing active user name / password combinations for access to the server(s), assuring that full access rights are in place on said provider.

Signing this document confirms your agreement to the terms of this “Standard Agreement for Website Hosting”.

Company:

Name:

Position:

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:

Company: SBB Creative Ltd

Name: Toby Cottam

Position: Managing Director

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: