

TERMS & CONDITIONS (Terms of Business)

By agreeing to these Terms and Conditions (Terms of Business) and signing up as a client, you agree to be legally bound by them, including those incorporated by reference.

Please read these terms carefully. If you do not accept the Terms and Conditions stated here without modification, you may not use our services.

Registered Office (UK) Ltd (The Company), trading as MYCO Works, The London Office, The Edinburgh Office, The Ipswich Office, and The Office Support may revise these Terms and Conditions at any time by updating this page. You should visit this page periodically to review them because they are binding on you.

In these Terms and Conditions, "Registered Office (UK) Ltd", and all services related to it, including text, images, photographs, user interface, "look" and "feel", data and other content included in it from time-to-time (including, without limitation, the selection, coordination, and arrangement of such content) are referred to as the "Website", "Service/s" and/or "Owner".

In these Terms and Conditions, any mention of "we," "us," or "owner" refers to the Registered Office (UK) Ltd. When we refer to "in writing", this includes e-mail.

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1. Information About Us

1.1 Company Information. Registered Office (UK) Ltd (Registered in England - Company Number 09347868)

1.2 Registered Office Address. 85 Great Portland Street, First Floor, London, W1W 7LT

1.3 Our Websites:

- mycoworks.co.uk
- thelondonoffice.com
- theoffice.support

2. The Agreement

2.1 You confirm that you have written authority to bind any business or company on whose behalf you act to use our service.

2.2 This agreement and our privacy policy constitutes the entire agreement between us and supersedes any previous agreement both written and spoken.

3. Our Services

3.1 Registered Office Address (ROA). Our address (when ordered and paid for) may be used as your company's official address (Registered Office Address) with Companies House only. Mail (Official) received that is addressed to the company will be forwarded to you free of charge. Official mail includes (but not limited to) mail received directly from Companies House, HM Revenue & Customs, HM Courts & Tribunals Service, and the Intellectual Property Office. Official Mail received third parties are not accept as this counts as business mail, please see Section 3.3.

3.2 Director Service Address (DSA) Add-on. Our address (when ordered and paid for) may be used as the director service address for the directors of a Ltd company when a registered office address is also ordered. Mail received (official mail) addressed to the directors will be handled free of charge. This service also covers the Shareholder Address. The price is £12.00 when bought together with a Registered Office Address or £20.00 when added two weeks after the Registered Office Service.

3.3 Virtual Business Address (VBA). Our address may be used as a virtual business address (when ordered and paid for) for your company. Our address can be used on your website, banking, and stationery as your business correspondence address. See Section 7 for exceptions.

3.4 Telephone Answering Service (TAS). When ordered and paid for, we will provide you with a London (0203), Ipswich (01473) or Edinburgh (0131) phone number which you can use as your business phone number or divert calls to. Calls will be answered by our staff in your company name

with messages being sent to you via email. Calls will be answered Monday to Friday, 9:00am to 5.30pm, excluding bank holidays.

3.5 Ready Made's (RM). A dormant company of your choosing (when ordered and paid for) will be legally transferred into your chosen officers' name/s. You will also be entitled to receive 1 year of our Registered Office and Directors Service Address, free of charge, including all of the associated service level agreements.

3.6 Secretarial Services. A range of Secretarial Services (when ordered and paid for) such as amending your Companies House listing (payable per action), completing select Companies House filings or compiling Legal Document Packs and other certified materials.

3.7 Reseller/Partner Program. As part of this program, (when requested to join) you may receive discount and further benefits on any additional companies you add to your account. Subject to further Term and Conditions as per section 8.

3.8 Permissions/usage of our services are granted upon the activation of the appropriate service.

4. Order Status

4.1 You can check the list below to see the status of your services:

- Pending – Your payment is being verified.
- Suspend – There is an issue with your payment.
- Hold ID – Within the first 7 days of your order, we have not yet received your KYC Documents.
- Suspend ID – It has been more than 7 days since your order, and we have not yet received your KYC documents.
- Pending Formation – You have yet to submit your incorporation details for your new company.
- Submitted – Your incorporation details have been submitted to Companies House and is awaiting approval.
- Pending Transfer – Your Ready Made Company has not yet been transferred.
- Active – Your account is fully active.
- Hold Address – Forwarded mail has been returned back to us, please contact us to sort.
- Hold ROA – You are using our address as your Registered Office Address without having purchased.
- Hold DSA – You are using our address as the Directors Correspondence Address.
- Hold VBA – We have identified your company as using our address beyond the services paid for.
- Hold Deposit – You are close to or have exceed your Postal Deposit funds.
- Hold Invoice – (Resellers/Partners Only) You have requested an invoice to be sent to you.
- Suspend VBA - We have identified your company as using our address beyond the services paid for. Mail will now be returned to sender.
- Cancelled – You service has either been cancelled/expired.

5. Service Level Agreements

5.1 Postal Deposit. A postal deposit of £20.00 for UK forwarding or £50.00 for overseas forwarding is required and will be used to forward your mail and any handling fees payable.

When your postal deposit drops below £5 (for UK forwarding) or below £7 (for overseas forwarding), we will ask for you to top it up. If not received and your deposit is spent, your account will be on hold.

When on Hold Deposit and business mail/parcel is received, it will be held for a maximum 7 days. If a postal deposit top up is not received within 7 days from our notification email for any of the above reasons, mail will be returned to sender and/or parcels will be securely destroyed without further notification.

Some services require a postal deposit that is automatically added to new orders. If you decide to not the pay postal deposit as required, you will be automatically assigned to scan and upload of your business mail. All non-scannable items require top-up of postal deposit.

5.2 Only one Mailing Preference setting can be applied per account, not per company/service.

5.3 Official Mail Forwarding. We will by default open, scan and email your mail to you for free. Should your mailing preferences be set differently, we will also forward/ready for collection free of charge.

5.4 Business Mail Forwarding. Mail forwarding is charged at cost of post plus £0.20p per item of mail. A postal deposit will be required to cover all mail forwarding. Mail will not be forwarded if a deposit has not been provided or has insufficient funds to cover costs. We offer free scanning of your business mail if you change your preferences through your online control panel.

Business mail will be forwarded to you (to the address provided on your initial order unless changed) daily. When unscannable items are received, they will be automatically forwarded, for example (but not limited to) bank cards, lottery/raffle tickets, photos, payslips, postcards, occasion cards, magazines, pressure sealed mail (fold & tear mail), and any items not in A4 page size format.

Pin numbers are scanned unrevealed. To have you pin revealed, please request original letter to be forwarded. If you prefer the pin to be revealed and scanned, please contact the Mail Department.

If Business mail is received, and you only have the Registered Office Address services, we will request for you to add the additional service of Virtual Business Address, or we will return the mail (when possible) after 7 days, whilst parcels will be destroyed.

5.5 Mail Requests. When mail is scanned and you require a hard copy, you will need to request this within 2 weeks of the original upload through your admin control panel. All originals will be sent within 2 weeks from the request date. If a hard copy has not been requested within 2 weeks of delivery, mail will be disposed of via a confidential waste service.

5.6 International Mail. International mail is sent twice a week. Cheques, bank cards and PINs are sent via tracked and signed if possible.

5.7 Mail collection. We offer free official and business mail collection from our offices in London W1W, London WC2, Edinburgh EH2 4AN and Ipswich IP1 1RJ only. Mail must be collected within 1 month from receiving the notification. Mail not collected within 1 month will be forwarded.

5.8 Parcels. Parcels are accepted within our business mail service at London W1W, London WC2, Edinburgh EH2 4AN and Ipswich IP1 1RJ locations only. Parcels are NOT accepted at 63-66 Hatton Garden (London), 101 Rose Street South Lane (Edinburgh) or 64A Cumberland Street (Edinburgh).

5.9 Parcel Handling. All parcels from collectable addresses must be collected within 1 week. Any parcels not collected within 7 days from our notification email will be securely destroyed. A £5 handling fee will be charged.

- All parcels must be addressed to the business/company name.
- Maximum of 2 parcels per week - maximum 3kg, no bigger than a standard shoebox size (approx. 35cm x 25cm x 13cm).
- Following the mail preferences on your account, parcels will be forwarded to your mailing address, or you will be asked to arrange collection (in person or by a courier).
- Goods are not insured whilst on our premises.

Regular parcels handling fees:

- Collection £5 per parcel
- Forwarding £5 per parcel + postal charges.

5.9.1 Large Parcels. Parcels larger than a standard shoebox size and/or heavier than 3kg will not be accepted. Should we be unable to refuse a large parcel (for example, if dropped by a courier without our consent), we will charge a £10 handling fee per parcel, and it will have to be collected from our Ipswich Head Office (Princes Street, IP1 1RJ) within 7 days. No oversized parcel collection will be available from London. Oversized/overweight parcels delivered to Edinburgh, must be arranged for collection from our South Charlotte Street Office.

5.9.2 Unwanted Parcels/Mail (active clients). When unwanted parcels/mail for example (but not limited to) sent/delivered by mistake, not included in the services etc. are received (from Royal Mail and Couriers) we will notify clients and discuss forwarding options. Please note, if no response is received within 7 days from the notification email, mail, where possible, will be returned to sender. Non-returnable mail and parcels will be securely destroyed, and a £5 handling fee will be charged.

5.9.3 Unwanted Parcels (expired clients). When unwanted parcels for example (but not limited to) sent/delivered by mistake, are received (from Royal Mail and Couriers) we will notify ex-clients and discuss reinstating service options. Please note, if no response is received within 7 days from the notification email, parcels will be securely destroyed, and a £5 handling fee will be charged from any unclaimed postal deposit/refund applicable.

5.10 Telephone Answering Service. All calls will be taken under the guise of your company name unless specified to be different. All calls will be answered with a specific greeting as set by us. No further information/script will be offered to the caller.

5.10.1 Limited details will be taken from the caller to allow for a quick turnaround. This will usually include contact information and the subject regarding the call. This will be emailed to you shortly after the call taken.

5.10.2 It is your responsibility to contact your clients in a timely manner after the details has been forwarded to you. Should we notice non-compliance, we will attempt to contact you reminding you of your duties.

5.10.3 Should there be repeat offenses such as complaints or non-contact, we will always endeavour to contact you to clarify the situation. However, should this not be adhered to, we reserve the right to suspend/terminate your account with immediate effect.

5.10.4 If we believe that your company may be performing any (but not limited to) illegal activities, we may report and pass on your details to an investigative body. We also reserve the right to further advise your customers of their rights and divulge that we are only a telephone answering service provider for you. You will not be notified of this.

5.10.5 It is your responsibility that we have the correct contact information for you to receive your messages. We will not accept Automatic Replies as notice.

5.11 Formations. All formations received before 4pm on any working day will be submitted to Companies House for incorporation on the same day. The turnaround time for incorporations is usually 24 hours, however Companies House may take longer than this. For companies including corporate officers, the turnaround time is minimum of 48 hours, however, this may be sooner.

5.11.1 All formations are not subject to be reviewed by our team. Should we notice any errors, we will endeavour to contact you to correct this however these may be submitted to Companies House with the errors in place. We do not accept any responsibility for any inaccurate details. To correct any of these errors, will require a secretarial service fee to be paid to us before the change is made to Companies House.

6. Mailing Processes

6.1 Opening of Mail or Parcels. We will not normally open client's mail or parcels unless requested to do so. However, we reserve the right to open and inspect any mail received here if we deem it necessary, for example (but not limited to) suspicion of prohibited items, to identify who the item belongs to, if our address is being used without our permission, an item arrives damaged and need repacking or our address being used in contravention of these T&Cs. We also reserve the right to return, report to the authorities, or dispose of the mail.

6.2 Changing of mail forwarding address. It is your responsibility to ensure your mailing address is complete and correct. You can login to your account at any time to view and/or edit your mailing address. We are not liable for forwarding mail of any kind to an address provided by you that has been entered incorrectly. We will require a new Proof of Address for any updated mailing address.

Failure to keep all contact information up to date, including mailing address, email address and telephone numbers, can result in the suspension of your service.

6.3 Forwarded mail returned. When forwarded mail is returned to us, for example (but not limited to no) collection from local post office, refused by addressee or customs declaration, we will notify you and ask for alternative forwarding option. If response is not received within 7 days from our notification email, mail will be returned to sender without further notification and your account will also be placed on “Hold Address”.

6.4 When a “We missed you card” is received, mail cannot be collected by us from the local Post Office (as per Royal Mail restrictions). On client request, we will scan and email the card. It is up to you to contact the Post Office to receive the mail.

6.5 Signed for mail. Offices based at 63– 66 Hatton Garden (London), 101 Rose Street South Lane (Edinburgh), and 64A Cumberland Street (Edinburgh) are unmanned. Therefore, signed for mail and parcels are not accepted at those locations. We are unable to assume responsibility if signed mail is received at these locations.

6.6 Mail containing biohazardous items, sharp needles, any and all bodily fluids, covid tests or any other substances that may be deemed dangerous, will be destroyed immediately. Repeat offences may cause a temporary suspension of the account.

6.6.1 Mail items containing perishables such as food and drink items, should be collected on the same day of delivery to our offices. If they have not been collected, these will be destroyed immediately.

6.7 We only accept “Original Requests”, for documents which might lose quality and/or authenticity in the scanning process. These include (but not limited to) certificates, signed documents, perforated letters, and concealed pin numbers and other hidden-reveal mailing items.

6.8 Your mailing preferences may be changed to forwarding should your account be deemed more beneficial to this service. You will be notified of this change within 2 weeks of the change.

6.9 Unidentified mail. If we receive mail that we deem to be unidentifiable, we will always endeavour to find the correct account associated with the mail. However, mail received with multiple companies’ names for example (but not limited to), will be returned to sender, without notification, to prevent any breaches of GDPR.

7. How Our Services May Not Be Used

7.1 Immoral or Illegal Use. Our services may NOT be used for any inappropriate, illegal, unethical, or immoral purposes (including cold calling or spam return labels). If we suspect this is happening, your account will be suspended pending further investigation or terminated.

7.2 Our addresses may NOT be amended in any way. This includes the addition of additional suites, office numbers, units, or any other alteration to make the address be unique.

7.3 Personal Mail. Our address may NOT be used for any personal mail.

7.4 DVLA. Our address may NOT be used with the DVLA. All vehicle related mail, for example (but not limited to) vehicle registration, driving licence, parking tickets, speeding tickets, debt collectors/ enforcement agents on behalf of unpaid fines, etc, will be returned to sender without notification.

7.5 Vehicle Penalties. Our address may NOT be used for receiving penalties or fines relating to vehicles, including (but not limited to) speeding fines, penalty charge notices and parking charge notices. This kind of mail will be returned to sender without notification

7.6 Physical Address. You may NOT imply, in any way, that you have a physical presence at our address. We reserve the right to advise any visitors to our office(s) that you have a virtual business address only. Any found instance of this may result in the termination of your entire account.

7.7 Google. "Google My Business" does not allow the addresses of mail receiving/virtual address agencies to be used as a business address.

7.8 Business Categories. We reserve the right to disallow categories of business as we see fit.

7.9 Should we suspect any of the above to have been used, we reserve the right to suspend and/or cancel your account with immediate effect. Any refunds will not be applicable.

8. Reseller/Partner Program

8.1 To create a reseller account, the account holder must provide the KYC Documents for the account holder and all directorial officers of the company.

8.2 KYC documents must be obtained from additional companies and kept with the Reseller/Partner. These may be requested at any time by and must be supplied within 7 days of the request, otherwise the account will be suspended. You may also be subjected to a fine for a breach of this clause.

8.3 Additional companies need to be added through the reseller account. For the us to do this on your behalf, you will be subjected to a secretarial service fee, dependant on the amount being added.

8.4 Invoices may only be requested through client portal and will not be accepted via telephone, email, or any other form of written communication. These can only be requested once the first renewal reminder has been sent for the company.

8.5 Invoices will be addressed to the Reseller/Partner only, we will not be able to action any requests to individualise invoices per additional company.

8.6 It is your responsibility to maintain the companies added to your account. Any expired services that have not had their addresses changed on Companies House within one month of service expiration, will be subjected to a £20 + VAT secretarial service fee for the RP07 form being filled.

8.7 Should a company you have added to your account require the Directors Service Address, this will not be subject to the reseller/partner discount and must be paid at full price.

8.8 The use of your unique discount code will be monitored. Where applicable, through the downgrade of a tier, your discount rate will be reduced, and you will be informed. We recommend that you also keep count of your additional companies to receive the next higher tiered discount code on time.

9. Ready Made Companies

9.1 Ready Made Companies, once purchased, are subject to the same refund conditions as per Section 12. However, if the company has been transferred, whether partly or in full, it will no longer be eligible for a refund.

9.2 Companies that have yet to be transferred 6 months after purchase or the next Confirmation Statement or Accounts Filing on Companies house is due, whichever is earliest, will be dissolved without notice and no refunds will be given.

9.2.1 If you wish to stop the dissolution, all incurred fees will need to be paid for this to be actioned.

9.3 Companies that have been transferred cannot be sold and/or transferred back to us.

9.4 Companies will only be transferred by us. Confirmation Statements will be completed upon every transfer. A transfer form will need to be returned in full for the company to be transferred. Any delays will result in the delay of transferral.

9.5 Any company purchased will have the transfer date of the date purchased on Companies House. We will not backdate any transfer dates to a time of your choosing.

9.6 Where possible, we will always endeavour to ensure that any account filings on Companies House is filled before the transfer, however, should the company be purchased before an accounting period is due, it will be up to you to complete this.

9.7 You agree to take full responsibility upon purchase to contact all relevant bodies to inform of your company's non-dormancy status.

10. Meeting Rooms

10.1 You can only book meeting spaces at the location your company is registered at, during the opening hours as set by the Owner. The "Virtual Business Address" or "Virtual Business Plus" service is required to book meeting rooms.

10.2 Payment must be made in full to book a meeting space, and must be made via our online booking system or over the phone after making the reservation through the app.

10.2.1 Reservations made through our Official App services only guarantee for up to 1 hour the chosen time slot. Only once the payment has been taken is the booking confirmed as going through for acceptance as stated in Clause 13.1.

10.3 Printing and telephone services will not be made available to the Hirer under any condition unless pertaining to the health and safety of any/all attendees at the location of the hired space.

10.4 If any damage is found to be caused by the Hirer and/or any of the Hirer's attendees, a charge of the cost of item, cost of repair plus a 20% fee will be charged to the Hirer, with an immediate suspension of the Hirer's account until said fees are paid in full.

10.5 All Meeting Rooms are sold as seen on our website.

10.6 On the occasion that the Hirer arrives earlier than the recommended time or leaves the Meeting Room later than the time paid for, they will be subjected to the overrun fees as stated in the Booking Confirmation Email.

10.7 If any item as provided by the Owner, is at any stage during the hire appears to be faulty and/or not in relative working order, said item must be reported by the Hirer immediately to a member of staff on site.

10.8 You shall procure that no person: (a) fixes anything to the Rooms or Common Parts of the premises without the prior written consent of the Owner. (b) marks, soils, or damages the structure or contents of the Rooms or any part of the premises; (c) paints or constructs any object or structure inside the Rooms or any other part of the premises; (d) leaves anything in, or in any way obstructs, any stairwells or emergency exits or obstructs any notices of any emergency exits in the premises; (e) fails to comply with any of the safety procedures which have been notified to the Hirer by the Owner; (f) causes a nuisance to the other users of the premises;

10.9 You shall procure that no person brings any alcohol into our premises.

10.10 You shall ensure that all persons attending our meeting spaces are registered, so that, whilst in the premises there is an accurate record of who is in the building at all times.

10.11 The Owner and its servants or agents retain the right at all times during the Hire Period to enter the Rooms.

10.12 The Owner may for any reasonable cause refuse entry to the premises and procure the removal from the premises of any person or thing.

10.13 The Hirer agrees that at the end of the Hire Period it will advise the Owner of any damage caused to the Rooms and/or furniture and ensure that the Rooms/Kitchen Facilities are left in a tidy state.

10.14 The Hirer agrees that should it fail to remove any such items or equipment from the premises from the end of the Hire Period, the Owner shall be entitled to deal with such items or equipment as we, in our sole discretion, thinks fit.

10.15 If attendees are late for the start of their scheduled time slot, we will be unable to change meeting time slots to make up for missed time. No refunds will also be provided.

10.16 The Owner gives no warranty other than expressly agreed in writing by both parties that the Rooms are legally or physically fit for any specific purpose.

10.17 The Owner agrees that it shall not use or cause to be used any copyright or other intellectual property rights of the Hirer or any other third party without having obtained prior written consent from the relevant party.

10.18 The Owner shall have the right to terminate the Hire Agreement immediately without affecting its accrued rights by giving notice to the Hirer if:

The Owner believes that: (a) the Hirer intends to use the Rooms for any purpose other than a business meeting; or (b) the meeting may lead to a breach of the peace or acts of violence may occur or damage may be occasioned to the Rooms or any other part of the premises or its contents.

10.19 The Hirer shall have no claim against the Owner for any loss or damage or liability incurred by the Hirer in consequence of the termination.

10.20 The owner may at any time with undue notice, close the premises for any purpose, no compensation or refund shall be made unless for the order of a Meeting Room.

10.21 Neither party shall be liable for delay in performing or failure to perform its obligations under the Hire Agreement if that delay or failure arises from or is attributable to acts, events, omissions or accidents beyond its reasonable control (a Force Majeure Event) including (but not limited to) any of the following: (a) Acts of God, including (but not limited to) fire, flood, earthquake, windstorm or other natural disaster; extreme adverse weather conditions; (b) explosion or accidental damage; collapse of building structures, failure of machinery, computers or vehicles; (c) war, armed conflict, imposition of sanctions, embargo, breaking off of diplomatic relations or similar actions; terrorist attack, civil war, civil commotion or riots; pandemic; declaration of a state of emergency; nuclear, chemical or biological contamination or sonic boom or the threat of or preparation for any such events or acts; or (d) voluntary or mandatory compliance with any law (including any change in the law or interpretation of the law); non-performance by suppliers or subcontractors; and interruption or failure of a utility service, including (but not limited to) electric power, gas or water.

10.22 If a meeting is prevented from taking place by reason of a Force Majeure Event, either party may terminate the Hire Agreement on giving notice to the other party in writing.

10.23 Any notice required or permitted to be given by either party to the other under the Hire Agreement shall be in writing and sent by email communication.

10.24 Liability & Indemnity. The Hirer shall indemnify and keep indemnified the Owner against any loss, damage, liability, expense, or costs incurred by the Owner as a result of any claim, demand or proceedings threatened or instituted against the Owner arising out of the negligence of the Hirer or its servants or agents during the use of the Rooms for the Function or any breach of the Hire Agreement and/or these Conditions.

10.25 The Hirer shall maintain, at its own cost, public liability insurance cover for the sum of at least two million pounds (£2,000,000) with a reputable insurance company or an underwriter of good repute at Lloyds, in respect of its liabilities pursuant to the Hire Agreement and these Conditions. Where the Hirer is a publicly funded body and self-insures, subject to the Hirer providing written evidence, to the reasonable satisfaction of the Owner, of the adequacy of such self-insurance, the Owner may in its absolute discretion agree that such arrangements as the Hirer has made to selfinsure are sufficient to meet the Hirer's obligations under this Condition (13.18) and the Hirer shall not be required to maintain additional insurance pursuant to this Condition.

10.26 The Owner warrants to the Hirer that the hire of the Rooms and the provision of the Services will be provided with reasonable care and skill.

10.27 Except in respect of death or personal injury caused by the Owner's negligence, the Owner shall not be liable to the Hirer by reason of any representation (unless fraudulent), or any implied warranty, condition or other term, or any duty of common law, or under the express terms of the Hire Agreement and/or the Conditions for any loss of profit or any indirect, special or consequential loss, damage, costs, expenses or other claims (whether caused by the negligence of the Owner, its servants or agents or otherwise) which arise out of or in connection with the hire of the Rooms or their use by the Hirer or the provision of the Services and entire liability of the Owner under or in connection with the Hire Agreement and/or these Conditions shall not exceed the amount of the Hire Charge.

10.28 Without prejudice to the generality of Conditions 10.24 and 10.27, the Hirer shall be responsible for, and shall indemnify and hold the Owner harmless:

10.28.1 for any loss or damage, howsoever caused, to the Hirer's tools and equipment, or any tools, equipment or property belonging to any employees, agents, sub-contractors, or guests of the Hirer whilst in the premises and whether intended for use with the meeting space or not.

10.28.2 for any loss or damage to the premises arising out of the Hirer's use of the Rooms or the premises whether in connection with the meeting space or not including all acts and omissions of its employees, agents, subcontractors, and guests whilst in the premises.

10.28.3 from any and all claims, demands and causes of action asserted by any third party (including without limitation the Hirer's employees, agents, subcontractors or guests) for personal injury, death or loss of or damage to property resulting from the Hirer's negligence, except where such personal injury, death or loss of or damage to property is the result in whole or part of the Owner's negligence in which case the Hirer's indemnity shall be in proportion to its allocable share of joint negligence, if any.

11. Business Lounge

11.1 Use of the business lounge is only permitted to one person per Account at any time. No guests may be permitted to attend concurrently.

11.1.1 Anybody entering the premises must sign in at entry to confirm the identity of User.

11.2 Early arrival at the location is not permitted before opening times.

11.3 A Fair Usage Policy time limit is set to 8 Hours per Company per calendar month, unless authorised by the Owner or any servant/agent of the Business. You consent that usage of facilities will be logged by the Owner or any servant/agent of the Business to track adherence.

11.3.1 In the extent that the usage of the facilities has exceeded the monthly limit, the User must request in writing to the Owners in advance, whereupon an agreement may be made upon an additional fee.

11.4 A maximum occupancy for use of the Business Lounge areas is set at 15 people at any one time unless stated by the Owner or any servant/agent of the Business.

11.4.1 In the event that the facilities have reached maximum occupancy, the User accepts that it is beyond the Owners control that adequate space is provided; however, the use of the Meeting Rooms will not be made accessible through compensation but remains an option to be used as paid for through the listed standard rates protocol.

11.5 The Owner may at any time with undue notice, close the premises for any purpose and no compensation or refund shall be made.

11.6 All Users of the Business Lounge Areas are subject to the same Terms & Conditions as stated between Section 10 and 11. You should print a copy of these Terms of Business or save them to your computer for future reference.

12. Payments, Refunds, & Renewals

12.1 All monies paid will be subject to the refund policy.

12.2 Payments can be made by debit or credit card using our online payment service.

12.2.1 All payments must be paid in GBP. Any fees incurred when taking/refunding payments is liable to the customer for payment.

12.2.2 Customer accounts will not be made active to the customer until the order is paid in full.

12.3 No refunds for any reason will be considered for any paid periods unless requested within 14 days from date of order. Refunds, when applicable, will be processed within 30 days. All Refunds will be subject to a £10.00 or 10% admin fee, whichever is greater. Refunds must be requested via email to refunds@mycosupport.co.uk to be considered.

12.3.1 No refunds are available if the company was successfully incorporated by us, mail has been processed for the company, for meeting rooms or for renewal payments.

12.3.2 In the absence of a missed promotion/discount/offer, no refunds will be given retroactively.

12.3.3 Any unclaimed Postal Deposit will not be refundable after 6 months from service expiration date.

12.4 Transferring of services. Our services are sold per company. Service can be cancelled by account holder at any point, however any remaining service for that company cannot be transferred to a new company.

12.5 Renewals. A renewal notice will be sent out via email 30 days prior and at regular intervals before the date of renewal. If we do not receive confirmation of your payment to renew by the renewal date the service will stop without further notice. Mail will be returned to sender immediately and calls will not be answered without notification, whilst parcels received will be destroyed.

12.6 Any renewals made after the cancellation date, but within the first six months of this, will retain its original renewal date. If the address has been used beyond the six months period, the renewal

will also retain its original renewal date. If not, the date of the new payment will be used as the new renewal date.

12.6.1 Any renewals made after the first six months will require your KYC Documents to be resubmitted before your account with us is active again.

12.6.2 We reserve the right to refuse a renewal of any service for any reason.

12.7 Payments that have been disputed at your bank will result in the immediate suspension of your account. To reactivate your services, you will either need to cancel the charge back, or repay the fee needed for the service in addition to a £20 fee.

12.7.1 If multiple separate transactions have been disputed with your bank, and you wish to continue your services with us, you will need to pay the additional fees per transaction disputed.

13. Proof of ID & Address

13.1 To comply with Anti-Money Laundering (AML) regulations and 'Know Your Customer' (KYC) requirements we must obtain proof of identification and proof of residential address documents for all account holders who use our address and phone services.

13.2 Proof of ID accepted. Passport, driving licence (photocard only, no paper UK driving licences can be accepted), National identity card, HM Forces identity card, Student Card (must be current), Employment identification card, Disabled drivers blue pass.

13.3 Proof of Address accepted. We require proof of residential address which must be dated within the last 3 months and must include the Account Holders full name (abbreviations not accepted) and full address. Documents accepted: telephone bill, mobile bill, utility bill, mortgage statement, council tax bill, bank statement or credit card statement. If a client's address has changed, it is the client's responsibility to update their account with their new proof of address.

13.4 Proof of ID and Address must be received within 7 days from date of order. Failure to do so will cause your account to be suspended. All mail received without ID documents being accepted and verified, will be returned to sender and parcels will be destroyed, without notification.

13.4.1 Services will not be activated until the correct ID documents have successfully been approved.

14. Cancellation of Service

14.1 Cancellation by you. If you are not completely satisfied with our services for any reason, you can cancel (Section 12.3) this agreement at any time. For any applicable refunds, please refer to Section 12 above.

14.2 Cancellation by us. We reserve the right to suspend and/or cancel any service with immediate effect for any reason, including (but not limited to): non-payment, suspected use of our address for immoral or illegal activity, use of our address to register a vehicle with DVLA, using our address for personal mail, inappropriate conduct, or anything we consider a misuse of our service.

14.3 Consequence of cancellation by us. Whereby services are suspended and/or cancelled by us before the end of an agreed term for any reason, we shall have no obligation to refund you for services already paid for, other services or any other loss or expense incurred.

14.4 Appropriate conduct. When you contact us, you are required to always conduct yourself courteously and appropriately and to comply with our procedures and/or requests with regard to conduct and respect for other clients, our property, our employees and their health and safety.

14.5 Inappropriate conduct. Conduct that we reasonably consider inappropriate or unacceptable, whether in person or on the telephone, includes (but not limited to) creating an inappropriate level of noise and/or any behaviour which other clients or members of staff may find intimidating, harmful, disruptive, or offensive in any way. We reserve the right to suspend and/or cancel any service with immediate effect due to anything we consider inappropriate conduct.

14.6 Bailiffs and Debt Collectors. We reserve the right to cancel the service you have with us if a bailiff or debt collector visits our premises. We further reserve the right to pass on your details to a bailiff or debt collector should this occur.

14.7 Disputed address on Companies House. It is client's responsibility to update Companies House with the right address. Once the service is cancelled/expired and our address is still in use on Companies House, we will take actions to remove the address as per Companies House procedures. Clients are notified where possible.

14.8 All complaints must be handled via email. To send a complaint about our services, please email complaints@mycosupport.co.uk. Any complaints not sent via email will not be considered.

15. Business Offers

We have collaborated with our partners to carefully select several discounts and offers to support you, whatever your business needs.

15.1 Offers cannot be combined with any other discounts or promotions from the Registered Office (UK) Ltd.

15.2 Offers are non-transferable and cannot be redeemed for cash.

15.3 Offers are subject to availability and may be modified or discontinued at any time without notice.

15.4 Offers only apply to specific products or services as stated in the offer/s from our partners.

15.4.1 Once you have applied for an offer, some of your personal data, for example your email address, may be passed onto third parties.

15.5 Clients are responsible for any taxes or additional charges that may apply.

15.6 Refunds or exchanges will be made in accordance with each company's standard return policy and the Registered Office (UK) Ltd will not be held responsible for any issues regarding external partners.

15.7 Our partners reserve the right to cancel or modify their offer/s listed on their website at any time without notice.

15.8 Cookies are small text files that will be placed on your computer's hard drive through your web browser when you visit any partner website. They are widely used to make websites work, or work more efficiently, as well as to provide information to the owners of the site. Cookies enable our partners web servers to identify you to us, and to track your actions and the pages you visit while you visit their website.

15.8.1 The cookies our partners use may last for a single visit to our site (they are deleted from your computer when you close your browser) or may remain on your computer until you delete them or until a defined period of time has passed. The default cookie length will vary for each partner.

15.8.2 By agreeing to these terms and conditions you consent to our partners use of cookies in accordance with this policy.

15.9 By redeeming an offer, clients agree to be bound by these terms and conditions.

16. Awin Affiliate Programme

16.1 This programme is operated with Affiliate Window, one of the UK's leading affiliate networks. The following terms and conditions govern your participation in the MYCO Works affiliate programme (the "MYCO Works Affiliate Program").

In this document, "we" or "us" or "our" refers only to MYCO Works. By participating in the Affiliate Programme, you agree to be bound by these terms and conditions. If you do not agree to these terms and conditions, you should not participate in the Affiliate Programme.

16.2 To begin the enrolment process, you will submit a complete and accurate registration form. We will evaluate your application and aim to notify you of your acceptance or rejection within 2-3 working days. We reserve the right to reject any application for any reason, in our sole discretion.

16.3 As an affiliate, you will be provided with unique links to our website (the "Links"). You must use the Links in accordance with the terms and conditions of this agreement and in accordance with all applicable laws and regulations. You will be solely responsible for the placement and manner of displaying the Links on your website.

16.4 No current partners with the Registered Office (UK) Ltd trading as The London Office and MYCO Works can sign up to our affiliate programme.

16.5 Our programme applies to first time purchasers only. No further payments will be made for client renewals.

16.6 You will earn a commission on all sales of our products that are made through the Links on your website (excluding our 'Ready Made Companies' and 'Company Formation Only' packages). The commission rate is 10%, however may be subject to change at any time.

16.6.1 If a 20% off discount code has been used, we will deduct 10% off any commission you're entitled to, before authorising payment.

16.6.2 Our commission payment is based on the net value without VAT.

16.7 Payments will only be sent for transactions that have been successfully completed - no commission will be paid if an order has been cancelled by the client within 14 days of purchase.

16.7.1 Commissions will be paid on a monthly basis. New clients must have been with us over 14 days before payments are approved.

16.8 This agreement will begin upon our acceptance of your application and will end when terminated by either party. Either you or we may terminate this agreement at any time, with or without cause, by giving the other party written notice of termination.

16.9 We will not be liable for indirect, special, or consequential damages, or any loss of revenue, profits, or data, arising in connection with this agreement or the Affiliate Programme, even if we have been advised of the possibility of such damages. Further, our aggregate liability arising with respect to this agreement and the Affiliate Programme will not exceed the total commissions paid or payable to you under this agreement.

16.10 We may modify any of the terms and conditions contained in this agreement, at any time and in our sole discretion, by posting a change notice or a new agreement on our affiliate programme. Modifications may include, for example, changes in the scope of available commissions, commission schedules, payment procedures, and Affiliate Programme rules.

16.11 Cookies are small text files that are placed on your computer's hard drive through your web browser when you visit any website. They are widely used to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

16.12 Like all other users of cookies, we may request the return of information from your computer when your browser requests a web page from our server. Cookies enable our web server to identify you to us, and to track your actions and the pages you visit while you use our website. The cookies we use may last for a single visit to our site (they are deleted from your computer when you close your browser) or may remain on your computer until you delete them or until a defined period of time has passed. Our default cookie has a length of 30 days. By agreeing to these terms and conditions you consent to our use of cookies in accordance with this policy.

17. Compensation, Indemnity & Limitations of Liability

17.1 Compensation. Due to the type of services, we provide, any compensation claim shall be limited in total to 1 month's service fee. We cannot accept any compensation claim that is the result of consequential loss to your business.

17.2 Indemnity. By accepting these terms, you fully agree to indemnify us from any such claim. You also fully agree to indemnify us from any claim arising from whatever reason, from a third party, and that any such claims will be handled solely and completely between yourself and the third party. If the third party fails to deliver on a service, we will not be liable, nor applicable to any form of refunds or compensation claims related to the service.

17.3 Limitations of Liability. We will under no circumstances whatever be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with the Contract for, any loss of profits, sales, business, or revenue, loss or corruption of data, information or software, loss of business opportunity, loss of anticipated saving, loss of goodwill or any indirect or consequential loss.

18. Other Terms

18.1 We may transfer our rights and obligations under a Contract to another organisation, but this will not affect your rights or our obligations under these Terms and Conditions.

18.2 You may only transfer your rights or your obligations under these Terms and Conditions to another person if we agree in writing.

18.3 The Contract is between you and us. No other person shall have any rights to enforce any of its terms under the Contracts (Rights of Third Parties Act) 1999.

18.4 Each of the paragraphs of these Terms and Conditions operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.

18.5 If we fail to insist that you perform any of your obligations under these Terms and Conditions, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

18.6 We shall use all reasonable endeavours to treat your confidential information as confidential.

18.7 Nothing in these Terms and Conditions shall be deemed to establish any partnership or agency relationship between the parties.

18.8 The headings of these Terms shall not affect interpretation.

18.9 The Contract and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

18.10 The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with a Contract or its subject matter or formation (including noncontractual disputes or claims).

18.11 Change of address. We reserve the right with 14 days written notice to change, amend or close any location (office or address). An alternative address will be offered. Should you choose not to use the newly offered or amended address you will not be entitled to a full or partial refund.

18.12 Notice of Disclosure. All mail items received, and business information acquired is treated as commercially confidential and will not be disclosed to anyone outside our company or partner companies we use in the provision of your service. We reserve the right, however, to provide information to the police or other investigative bodies where it is our belief that our services are being or have been used for criminal or fraudulent purposes.

19. Intellectual Property

19.1 The copyright on this website belongs to Registered Office (UK) Ltd. All other intellectual property rights are reserved. All contents of this website are the copyrighted property of Registered Office (UK) Ltd and are protected by English and international copyright laws. You may not frame or use framing techniques to enclose any trademark, logo, or other proprietary information (including images, text, page layout, or form) of Registered Office (UK) Ltd without our prior express written consent.

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Updated 09.03.2023