**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, MYCO Formations, MYCO Designs, 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,” “our,” or “owner” refers to the Registered Office (UK) Ltd. When we refer to "in writing", this includes e-mail.

We would like to emphasise that this material is protected by copyright law.Under no circumstances should this content be replicated or disseminated by unauthorised individuals for personal use, sold to third parties, or presented to others without the necessary authorisation. Respecting the copyright protections in place ensures the integrity and value of our resources.We appreciate your understanding and compliance with these guidelines to maintain the appropriate use of this copyrighted material.

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**1. Information About Us**

1.1 Company Information. Registered Office (UK) Ltd (Registered in England - Company Number09347868)

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

1.3 Our Websites:

• mycoworks.co.uk

• mycoformations.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 yourcompany’s official address (Registered Office Address) with Companies House only. Mail (Official UK Government – Official Mail for short)received that is addressed to the company will be forwarded to youat the cost of Royal Mail postage plus £0.50 per item. Official mailincludes (but not limited to) mail received directly from Companies House, HM Revenue & Customs,HM Courts & Tribunals Service, and the Intellectual Property Office.

3.1.1 Mail received by thirdparties of UK Governments such as debt collectors for HMRC are not accepted as this is consideredas business mail.

3.1.2 Mail received from local governments such as, but not limited to, local councils, local police/authorities and Trading Standards is considered business mail.

3.2 Director Service Address (DSA) Add-on. Our address (when purchased with the Registered Office Address package) may be used as officers’ correspondence address on Companies House. Mail received (official mail) addressed to the officers will be handled at the cost of Royal Mail postage plus £0.50 per item. Directors Service Address covers all officers of the company (Directors, Shareholders, PSC’s and Secretaries). The price for this service is £20.00 (incl. VAT) when purchased separately from the Registered Office Address.

3.3 Virtual Business Address (VBA). Our address may be used as a virtual trading address (whenordered and paid for) for your company. Our address can be used on your website, for banking, andstationery as your business correspondence address. See Section 6 for exceptions.

3.4 Telephone Answering Service (TAS). When ordered and paid for, we will provide you with aLondon (0203), Ipswich (01473) or Edinburgh (0131) phone number which you can use as yourbusiness phone number or divert calls to. Calls will be answered by our staff in your company namewith messages being sent to you via email. Calls will be answered Monday to Friday, 9:00am to5.25pm, excluding bank holidays.

3.5 Ready Made Companies (RM). A dormant company of your choosing (when ordered and paid for) will belegally transferred into your chosen officers’ name/s. You will also be entitled to receive 1 year of ourRegistered Office and Directors Service Address, free of charge.

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 MYCO Designs. A range of custom and bespoke marketing materials (when ordered and paid for). Items will be listed in individualised quotes.

3.8 Reseller/Partner Program. As part of this program, (when requested to join) you may receivediscount and further benefits on any additional companies you add to your account.

3.9 Permissions/usage of any of services are granted upon the activation of the appropriate service. This will be listed as “Active” on your online account.

**4. Service Level Agreements**

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

4.1.1 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 has a negative balance, your account will be placed on“HoldDeposit”.

4.1.2 When on Hold Deposit and mail is received, it will be held for a maximum 7 days. If apostal deposit top up is not received within 7 days from our notification email, all services will be suspended.Letters received will be returned to sender and non-returnable letters will be securely destroyed and parcels disposed of.

4.1.3 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 yourbusiness mail. All non-scannable items require top-up of postal deposit.

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

4.2.1 Should you wish to combine or separate multiple accounts; an admin fee will be charged.

4.3 Official UK Government Mail Handling. By default, we will open, scan, and upload your mail to you at no cost. You may change your mailing preferences through your online account, to post or have it ready for collection without any additional charges.

4.4 Business Letters Handling. Letter forwarding is charged at the cost of Royal Mail postage plus £0.50 per item. A postal deposit will be required to cover all forwarding. Letters will not be forwarded if adeposit has not been provided or has insufficient funds to cover costs.

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

4.5 If Business mail is received, and you only have the Registered Office Address services, we will requestfor you to add the additional service of Virtual Business Address. If not purchased within 7 days, all business letters received will be returned to sender where possible, non-returnable business letters will be securely destroyed and parcels disposed of.

4.6Original Letter Requests. When mail is scanned and you require a hard copy, you will need to request thiswithin 2 weeks of the original upload date through your admin control panel. All originals will be sentwithin 2 weeks from the request date. If a hard copy has not been requested within 2 weeks ofdelivery, it will be securely destroyed.

4.7 International Mail. International mail is sent twice a week. Cheques, bank cards, card readers and PINs are sentvia tracked and signed if possible.

4.8Letter collection. We offer free official and business letters collection from our offices in LondonW1W, London WC2, Edinburgh EH2 4AN and Ipswich IP1 1RJ only. Letters must be collected within 1month from receiving the notification. Letters not collected within 1 month will be returned to sender, non-returnable letters will be securely destroyed, and parcels disposed of.

4.8.1 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 disposed of. A £5 handling fee will be charged.

4.9 Parcels. Parcels are accepted within our business mail service at London W1W, London WC2,Edinburgh EH2 4AN and Ipswich IP1 1RJ locations only.

4.10 Please note the following for Parcel Handling:

* All parcels must be addressed to the business/company name.
* 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.
* There is no limit on how many parcels you can receive.

Regular parcels handling fees:

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

4.10.1 Large Parcels. Parcels larger than a standard shoebox size and/or heavier that 3kg will not beaccepted. Should we be unable to refuse a large parcel (for example, if dropped by a courier withoutour consent), we will charge an extra £5 per 3kg above the weight limit or an extra £5 per shoebox-size (whichever is greater) as the handling fee per parcel, and it will have to be collected from ourIpswich Head Office (Princes Street, IP1 1RJ) within 7 days. No oversized parcel collection will beavailable from London. Oversized/overweight parcels delivered to Edinburgh, must be arranged forcollection from our South Charlotte Street Office.

4.10.2 Unwanted Mail (active clients). When mail, for example, isnot included in the services, aresent/delivered by mistake, from Royal Mailor Couriers,we will notify clients and discuss forwarding options. Please note, if no response isreceived within 7 days from the notification email, letters, where possible, will be returned to sender.Non-returnable letters will be securely destroyed, and parcels will be disposed of, and a £5 handling fee will be charged. The above list of situations is not exhaustive.

4.10.3 Unwanted Mail (expired clients). When parcels, for example, not included in the services are sent/delivered by mistake by Royal Mail/Couriers, we will attempt torefuse it. If delivered, letters, where possible, will be returned to sender. Non-returnable letters will be securely destroyed, and parcels will be disposed of, and a £5 handling fee will be charged. The above list of situations is not exhaustive.

4.11 Telephone Answering Service. All calls will be taken under the guise of your company nameunless specified to be different. All calls will be answered with a specific greeting as set by us. Nofurther information/script will be offered to the caller.

4.11.1 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. We will not take any extra information such as reference numbers. The details taken will be emailed to you shortly after the call is taken.

4.11.2 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 requirements.

4.11.3 Should there be repeat offenses such as complaints or questionable activity, 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.

4.11.4 If we believe that your company may be performing any 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. You will not be notified of this nor provided details of this.

4.11.5 We reserve the right to divulge that we are only a telephone answering service provider for you. You will not be notified of this nor provided details of this.

4.11.5 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 of change in information.

4.11.6 We reserve the right to change/amend part of your service during your active service with us. You will usually be notified if this happens.

4.11.7 If you do not renew your service before its expiration date, your number may be reused as necessary.

4.12 Formations. All formations received before 4pm on any working day will be submitted toCompanies House for incorporation on the same day. The turnaround time for incorporations isusually 24 hours, however Companies House may take longer than this. For companies includingcorporate officers, bespoke articles or require additional permission for special terms, the turnaround time is minimum of 48 hours, however, this may be quicker.

4.12.1 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 toCompanies House.

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

**5. Mailing Processes**

5.1 Opening of Mail. We will not normally open client’s mail unless requested todo so. However, we reserve the right to open and inspect any mail received here if we deem itnecessary, for example (but not limited to) suspicion of prohibited items, to identify who the itembelongs to, if our address is being used without our permission, an item arrives damaged and needrepacking or our address being used in contravention of our T&Cs. We also reserve the right toreturn, report to the authorities, or dispose of the mail without compensation to the intended receiver.

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

5.3 Forwarded mail returned. When forwarded mail is returned to us, for example (but not limited tono) collection from local post office, refused by addressee or customs declaration, we will notify youand ask for alternative forwarding option. If response is not received within 7 days from our notification email, your account will be placed on “Hold Address” and mail, where possible, will be returned to sender. Non-returnable letters will be securely destroyed, and parcels will be disposed of.

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

5.5 Signed for mail. All our offices are available for signed for mail and parcels. For clients at Hatton Garden, mail collection is at our Bell Yard office.

5.6 Mail containing biohazardous items, sharp needles, bodily fluids, covid tests or anyother substances that may be deemed hazardous, will be disposed of immediately. Repeat offencesmay cause a suspension of the account.

5.6.1 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 disposed of immediately.

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

5.7.1 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.

5.8 Your mailing preferences may be changed should your account be deemed morebeneficial to this service. You will be notified of this change within 2 weeks of the change.

5.9 Unidentified mail. If we receive mail that we deem to be unidentifiable, we will always endeavourto find the correct account associated with the mail. However, when received with no company name or multiple companies’ names for example (but not limited to), if possible,letters will be returned to sender, without notification, to prevent any potential breaches of GDPR. Non-returnable mail and parcels will be kept for 7 days, and if still unidentified, this will be securely destroyed and/or disposed of.

5.10Whilst we always endeavour to adhere to the mailing preferences specified by the client, we cannot guarantee that all mail received will be processed in accordance with these instructions.

**6. How Our Services May Not Be Used**

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

6.2 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.

6.3 Personal Mail. Our address may not be used for any personal mail of any sort.

6.4 DVLA. Our address may not be used with the DVLA. DVLA do not allow for Virtual Address providers to be used in registering vehicles. Vehicle related mail, for example (but notlimited 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.

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

6.6 Physical Address. You may not imply, in any way, that you have a physical presence at ouraddress. For example, displaying our address as your correspondence address onlinewithout having the Virtual Business Address service. Our images may not be used and or rebranded as your own.

6.6.1 Our address may not be used for VAT registration as you must use your physical trading address.

6.6.2We reserve the right to advise any visitors to our office(s) that you have a virtual businessaddress only.

6.7 Google. “Google Business” does not allow the addresses of mail receiving/virtual addressagencies to be used as a business address. Mail received for this will be returned to sender without notification.

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

6.9 If any of your services have been placed on hold, we reserve the right to suspend all services until the situation has been resolved to our satisfaction.

6.9.1 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.

6.9.2 Visits by enforcement agents or any other entity for a claim on your company will result in the automatic cancellation of your account. Any refunds will not be applicable.

**7. MYCO Designs**

7.1MYCO Designs will provide design and creative services as outlined in the project brief.

7.2 The client agrees to provide all necessary materials and information to MYCO Designs in a timely manner to facilitate project completion.

7.2.1 We will communicate to you in the project brief of the timeline to complete the project. If any delays this will be communicated to you.

7.2.2 Feedback and approvals will only be accepted by those listed in the project brief.

7.3 Payment. Payment terms will be outlined in the project proposal or contract.

7.4 Invoices not paid within the specified timeframe may incur late payment fees.

7.5 Intellectual Property. MYCO Designs retains ownership of all design and creative work until full payment is received and the final product is sent to the client. Upon completion of the project and further payments received, the client will have majority rights to the final design for the intended purpose.

7.5.1 MYCO Designs will retain partial ownership of all designs made purely for marketing purposes.

7.6 The client is entitled to a specified number of revisions as outlined in the project proposal or contract. Additional revisions may incur additional charges.

7.7 Once the final design is approved, any further changes may be subject to additional fees.

7.7.1 If a final design has been submitted but we have not received a response within 2 weeks, this will be considered approved, and the project closed.

7.7.2 The client is responsible for ensuring that the final design meets their requirements and is free from errors.

7.8 Termination of Services. Either party may terminate the project by providing written notice. The client will not be eligible for a refund if the MYCO Designs Brief has been returned back to us.

7.9 We reserve the right to terminate the project if the client fails to meet their obligations or if the project scope is significantly altered.

7.10 We will consider the project abandoned if no contact has been made from the client within 1 month of last communication. The client will be responsible for any expenses incurred and no refunds will be applicable. Additional fees may be required once contact is restored.

**8. Reseller/Partner Program**

8.1 To create a reseller account, the account holder must provide the KYC Documents for the accountholder and all officers of the company. The account will not be created until this is completed.

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, otherwisethe 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 us to do this onyour behalf, you will be subjected to a secretarial service fee, dependant on the amount being added.

8.4 All unpaid invoices must be paid in full and on time. The service will not be active until all outstanding payments are made.

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

8.6 It is your responsibility to maintain the companies added to your account. For any late renewals more than 9 days, you will be charged an admin fee for the completion of an RP07 submitted to Companies House.

8.7 Should a company you have added to your account require the Directors Service Address, this willnot 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 thedowngrade of a tier, your discount rate will be reduced, and you will be informed. We recommendthat you also keep count of your additional companies to receive the next higher tiered discount code on time.

8.9 Reseller/Partner Program. Resellers may not use Third Parties/other Resellers to purchase ourservices.

8.10 Resellers cannot transfer paid-for-accounts directly to the customer. Customers will need to purchase the service directly from us.

**9. Ready Made Companies**

9.1 Ready Made Companies, once purchased, are not eligible for a refund.

9.2 Companies that have yet to be transferred 6 months after purchase or the next ConfirmationStatement or Accounts Filing on Companies house is due, whichever is earliest, will be dissolvedwithout 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 everytransfer. 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 are filled before the transfer, however, should the company be purchased before an accounting period is due, unless the transfer form has been returned and KYC completed, we will complete this.

9.6.1 Until all KYC requirements are met and accepted, the company purchased will remain under our control. We will also not be able to back-date any appointments due to any delay.

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

**10. Meeting Rooms**

10.1 You can book meeting spaces at any of our locations, during the opening hours as set by theOwner. The “Virtual Business Address” or “Virtual Business Plus” service is required to book meetingrooms.

10.2 Payment must be made in full to book a meeting space, and must be made via our onlinebooking 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 thechosen time slot. Only once the payment has been taken is the booking confirmed as going throughfor acceptance.

10.3 Printing and telephone services will not be made available to the Hirer under any conditionunless 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 ofthe cost of item, cost of repair plus a 20% fee will be charged to the Hirer, with an immediatesuspension 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 theMeeting 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/ornot in relative working order, said item must be reported by the Hirer immediately to a member ofstaff on site.

10.8 You shall procure that no person: (a) fixes anything to the Rooms or Common Parts of thepremises without the prior written consent of the Owner. (b) marks, soils, or damages the structureor contents of the Rooms or any part of the premises; (c) paints or constructs any object or structureinside 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 theOwner; (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 inthe 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 damagecaused to the Rooms and/or furniture and ensure that the Rooms/Kitchen Facilities are left in a tidystate.

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

10.15 Bookings are non-refundable. Bookings cannot be moved to a different location, nor can theybe moved to a different time for any reason.

10.16 The Owner gives no warranty other than expressly agreed in writing by both parties that theRooms 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 intellectualproperty rights of the Hirer or any other third party without having obtained prior written consentfrom the relevant party.

10.18 The Owner shall have the right to terminate the Hire Agreement immediately without affectingits 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 bythe Hirer in consequence of the termination.

10.20 The owner may at any time with undue notice, close the premises for any purpose, nocompensation 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 underthe Hire Agreement if that delay or failure arises from or is attributable to acts, events, omissions oraccidents beyond its reasonable control (a Force Majeure Event) including (but not limited to) any ofthe following: (a) Acts of God, including (but not limited to) fire, flood, earthquake, windstorm orother 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; terroristattack, 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 suchevents or acts; or (d) voluntary or mandatory compliance with any law (including any change in thelaw or interpretation of the law); non-performance by suppliers or subcontractors; and interruptionor 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 partymay 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 HireAgreement shall be in writing and sent by email communication.

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

10.25 The Hirer shall maintain, at its own cost, public liability insurance cover for the sum of at leasttwo million pounds (£2,000,000) with a reputable insurance company or an underwriter of goodrepute 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 writtenevidence, to the reasonable satisfaction of the Owner, of the adequacy of such self-insurance, theOwner may in its absolute discretion agree that such arrangements as the Hirer has made to Self-insure 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.

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

10.27Except 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 impliedwarranty, condition or other term, or any duty of common law, or under the express terms of theHire 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, itsservants or agents or otherwise) which arise out of or in connection with the hire of the Rooms ortheir use by the Hirer or the provision of the Services and entire liability of the Owner under or inconnection with the Hire Agreement and/or these Conditions shall not exceed the amount of theHire Charge.

10.28 Without prejudice to the generality of Conditions 10.24 and 10.27, the Hirer shall beresponsible 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 Hirerwhilst 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 thepremises whether in connection with the meeting space or not including all acts and omissions of itsemployees, 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 (includingwithout limitation the Hirer’s employees, agents, subcontractors or guests) for personal injury, deathor loss of or damage to property resulting from the Hirer’s negligence, except where such personalinjury, death or loss of or damage to property is the result in whole or part of the Owner’s negligencein which case the Hirer’s indemnity shall be in proportion to its allocable share of joint negligence, ifany.

**11. Business Lounge**

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

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

11.1.2 Use of the Business Lounge is only permitted to those registered at the address of usage.

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, unlessauthorised by the Owner or any servant/agent of the Business. You consent that usage of facilitieswill 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 mustrequest in writing to the Owners in advance, whereupon an agreement may be made upon anadditional fee.

11.4 A maximum occupancy for use of the Business Lounge areas is set at 15 people at any one timeunless 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 isbeyond the Owners control that adequate space is provided; however, the use of the Meeting Roomswill not be made accessible through compensation but remains an option to be used as paid forthrough the listed standard rates protocol.

11.5 The Owner may at any time with undue notice, close the premises for any purpose and nocompensation or refund shall be made.

11.6 All Users of the Business Lounge Areas are subject to the same Terms & Conditions as statedbetween Section 10and 11. You should print a copy of these Terms of Business or save them to yourcomputer 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 liableto the customer for payment.

12.2.2 Customer accounts will not be advanced until the order is paid in full.

12.2.3 A late fee of £10 +VAT will be applicable for any late repayments of services.

12.2.4 If we suspect a new account has been created to bypass any fees, obtain any discounts, including but limited to offers for new clients, the account will be suspended until the full payment is received. A refund will not be available.

12.2.5 If any attempts to bypass our T&Cs surrounding High-Risk Territories, a refund will not be applicable.

12.2.6 In the case of any duplicate payments, this will be allocated towards your services unless a refunded is requested with 14 days. An admin fee will be applicable.

12.2.7 We reserve the right to pro-rata any payments received and amend your renewal date if a service is being used but not paid for. This also applies to the absence of payment of a late renewal fee.

12.3 No refunds for any reason will be considered for any paid periods unless requested within 14days from date of order. Refunds, when applicable, will be processed within 30 days and can only berefunded back to the original payment method. All Refunds will be subject to a £10.00 or 10% adminfee, whichever is greater. Refunds must be requested via email to refunds@mycosupport.co.uk to beconsidered.

12.3.1 No refunds are available if the company was successfully incorporated by us, our address has been used anywhere online, mail has beenprocessed for the company, for any Ready Mades purchased, for meeting rooms, TAS messages have been sent, for renewal payments or if a MYCO Design brief has been returned to us.

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 3 months from the service expirationdate.

12.3.4 A partial refund will not be applicable for services not used.

12.3.5 A refund will not be applicable if fraudulent/suspected fraudulent documents have been used in the KYC onboarding process.

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

12.5 Renewals. A renewal notice will be sent out via email 30 days prior and at regular intervalsbefore the date of renewal. If we do not receive confirmation of your payment to renew by therenewal 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 disposed of.

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 beresubmitted 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 youraccount. To reactivate your services, you will either need to cancel the charge back, or repay the feeneeded 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 continueyour 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 forall account holders, payment cardholders,and every listed Officer on Companies House, who use our address. Formation, and phone services.

13.1.1 In accordance with our Privacy Policy, we may engage the services of a third-party provider (Valid8Me) to perform Know Your Customer (KYC) checks on our customers. By using our services, you hereby consent to the verification of your KYC information by the designated third-party provider.

13.1.2 Where we are required under anti-money laundering regulations to carry out identity checks (this will principally occur where private customers are seeking to incorporate companies using our services), we will pass your personal data to our third-party contractor Valid8Me Ltd, or such other provider as shall replace it for this purpose (“our provider”). Our provider will also collect personal data from you directly.

13.1.3 Under data protection legislation, we and our provider are permitted (subject to the rest of this section) to carry out such decision making because it is being done for a reason required by law (anti-money laundering checks) and is a reasonable, appropriate and proportionate way to achieve this requirement.

13.1.4 We or our provider will notify you in writing where a decision has been taken based solely on automated processing as soon as practicable after the decision has been taken.

13.2 Proof of ID accepted. Only Government issued valid photo identification will be accepted.

13.3 Proof of Address accepted. We require proof of personal residential address which must be dated withinthe last 3 months and must include the Account Holder’s full name (abbreviations may not accepted) andfull address. Documents accepted: telephone bill, mobile bill, utility bill, mortgage statement, counciltax bill, bank statement or credit card statement. If a client’s address has changed, it is the client’sresponsibility to update their account with their new proof of address.

13.3.1 We do not accept proof of address for corporate/business entities.

13.3.2 Proof of Addresses must be written in the Latin Alphabet. If a translation is required, you will need to do this with either a notary or a solicitor and must provide their full contact details for verification.

13.3.3 Additional information may be required if your account is considered to be high-risk (at our discretion).

13.4 Proof of ID and Address must be received within 7 days from date of order. Failure to do so willcause your account to be suspended. All mail received without ID documents being accepted andverified, 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. If this has not been completed within one month of our request date, the account will also be terminated with no refunds.

13.5 In the case of failed communication for any reasons relating to your account, we reserve the right to pull data from documents submitted to us for continued contact.

**14. Cancellation of Service**

14.1 Cancellation by you. If you are not completely satisfied with our services for any reason, you cancancel 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 immediateeffect for any reason, including (but not limited to): non-payment, suspected use of our address forimmoral or illegal activity, association to high-risk territories, use of our address to register a vehicle with DVLA, using our address forpersonal 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 forservices 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 yourselfcourteously and appropriately and to comply with our procedures and/or requests with regard toconduct 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 legal responsibility to update Companies Housewith the right address. Once the service is cancelled/expired and our address is still in use onCompanies 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 emailcomplaints@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 supportyou, 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 withoutnotice.

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 emailaddress, 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 policyand the Registered Office (UK) Ltd will not be held responsible for any issues regarding externalpartners.

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 webbrowser when you visit any partner website. They are widely used to make websites work, or workmore efficiently, as well as to provide information to the owners of the site. Cookies enable ourpartners 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 yourcomputer when you close your browser) or may remain on your computer until you delete them oruntil 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 inaccordance 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 AffiliateProgramme, 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. Wewill evaluate your application and aim to notify you of your acceptance or rejection within 2-3working 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 usethe Links in accordance with the terms and conditions of this agreement and in accordance with allapplicable laws and regulations. You will be solely responsible for the placement and manner ofdisplaying the Links on your website.

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

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

16.6 You will earn a commission on all sales of our products that are made through the Links on yourwebsite (excluding our ‘Ready Made Companies’ and ‘Company Formation Only’ packages). Thecommission 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'reentitled 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 – nocommission 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 whenterminated by either party. Either you or we may terminate this agreement at any time, with orwithout 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 orpayable to you under this agreement.

16.10 We may modify any of the terms and conditions contained in this agreement, at any time andin 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, commissionschedules, payment procedures, and Affiliate Programme rules.

16.11 Cookies are small text files that are placed on your computer's hard drive through your webbrowser when you visit any website. They are widely used to make websites work, or work moreefficiently, 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 computerwhen your browser requests a web page from our server. Cookies enable our web server to identifyyou 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 limitedin total to 1 month's service fee. We cannot accept any compensation claim that is the result ofconsequential loss to your business.

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

17.3 Limitations of Liability. We will under no circumstances whatever be liable to you, whether incontract, tort (including negligence), breach of statutory duty, or otherwise, arising under or inconnection with the Contract for, any loss of profits, sales, business, or revenue, loss or corruption ofdata, 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 toanother 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 itsterms 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 orrelevant authority decides that any of them are unlawful or unenforceable, the remaining paragraphswill 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, orif we do not enforce our rights against you, or if we delay in doing so, that will not mean that wehave waived our rights against you and will not mean that you do not have to comply with thoseobligations. If we do waive a default by you, we will only do so in writing, and that will not mean thatwe 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 agencyrelationship 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 matteror formation (including non-contractual disputes or claims) shall be governed by and construed inaccordance with the law of England and Wales.

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

18.11 Change of address. We reserve the right with 14 days written notice to change, amend or closeany location (office or address). An alternative address will be offered. Should you choose not to usethe 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 ascommercially confidential and will not be disclosed to anyone outside our company or partnercompanies we use in the provision of your service. We reserve the right, however, to provideinformation to the police or other investigative bodies where it is our belief that our services arebeing 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 intellectualproperty rights are reserved. All contents of this website are the copyrighted property of RegisteredOffice (UK) Ltd and are protected by English and international copyright laws. You may not frame oruse framing techniques to enclose any trademark, logo, or other proprietary information (includingimages, text, page layout, or form) of Registered Office (UK) Ltd without our prior express writtenconsent.

19.2 All copyright, trademarks and all other intellectual property rights onour website and its content(including without limitation the website design, structure, layout, text, graphics and all software andsource codes connected with the website) are owned by or licensed to Registered Office (UK) Ltd orotherwise used by Registered Office (UK) Ltd as permitted by law.

19.3 All content on all websites owned by Registered Office (UK) Ltd is copyrighted and remains theproperty of Registered Office (UK) Ltd. No part of any of our websites, including images, text, sourcecode, logos or other trademarked material may not be reproduced without written permission.Reproduction of any content taken from any of our websites shall be punishable under UK copyrightlaw.

**20. Anti-Money Laundering Policy**

20.1. Registered Office (UK) LTD ("the Company") is committed to complying with all applicable lawsand regulations related to anti-money laundering (AML) in the United Kingdom. This policy outlinesthe measures and procedures the Company adopts to prevent its services from being used tofacilitate money laundering, terrorist financing, or any other illegal activities.

20.2 This policy applies to all employees, contractors, and agents of the Company, as well as its clients and customers who use the virtual office services.

20.3 The Company shall designate the Office Manager as the Anti-Money Laundering ComplianceOfficer ("AMLCO") responsible for overseeing the implementation and adherence to this policy. TheAMLCO will have the authority to report any suspicious activity directly to the relevant authorities asrequired by law.

20.4 Customer Due Diligence (CDD). Before providing any virtual office services, the Company shallconduct thorough customer due diligence to verify the identity of the clients. This includes obtainingand verifying the following information:

20.4.1 Individual clients: Full name, residential address, date of birth, and a valid form ofgovernmentissued identification (e.g., passport or driver's license) and Proof of Address.

20.4.2 Corporate clients: Full company name, registered address, company registration number,details of beneficial ownership, and proof of the company's legal existence.

20.5 Enhanced Due Diligence (EDD). For clients who present a higher risk of money laundering orterrorist financing, the Company will perform enhanced due diligence measures. These may includeobtaining additional information about the client's source of funds, business activities, and riskprofile.

20.5.1 The Company will not engage in any business dealings, transactions, or provide services to individuals, entities, or countries that are in High-Risk Territories, Tax Havens or Transient Populations.

20.6 The Company will continuously monitor its clients' activities to detect any suspicious behaviouror transactions that may indicate potential money laundering or terrorist financing. This includesregular reviews of client information, transaction patterns or contents of mail.

20.7. If any employee or agent of the Company suspects or has reason to believe that a client isinvolved in money laundering or terrorist financing, they must immediately report it to the AMLCO.

The AMLCO will then assess the situation and, if necessary, file a suspicious activity report (SAR) tothe appropriate authorities as required by law.

20.8. The Company will maintain appropriate records of customer due diligence information,transaction records, and any relevant communications. These records will be retained for therequired period as mandated by UK laws and regulations.

20.9 The Company will conduct periodic reviews of its AML policies and procedures to assess theireffectiveness and make necessary improvements to ensure ongoing compliance with AMLregulations.

20.10 The Company shall cooperate fully with relevant authorities, including but not limited to lawenforcement and regulatory agencies, in any investigations related to money laundering, terroristfinancing, or other illegal activities.

20.11 This Anti-Money Laundering Policy shall be made available to all employees, contractors, andclients of the Company, either through the Company's website or other appropriate means.

20.12 By adhering to this Anti-Money Laundering Policy, Registered Office (UK) LTD is dedicated toupholding the highest standards of integrity and ethical conduct while actively preventing the misuseof its services for illegal purposes.

21. Financial Sanctions policy

21.1 Registered Office (UK) LTD ("the Company") is committed to complying with all applicablefinancial sanction's laws and regulations in the United Kingdom. This policy outlines the measuresand procedures the Company adopts to ensure strict adherence to financial sanctions requirements.

21.2 This policy applies to all employees, contractors, and agents of the Company, as well as its clients and customers who use the virtual office services.

21.3 The Company shall designate the Office Manager as the Sanctions Compliance Officer ("SCO") responsible for overseeing the implementation and enforcement of this policy. The SCO will ensure that the Company remains updated on relevant sanctions regulations and promptly reports any potential breaches to the appropriate authorities.

21.4 The Company will provide regular training to all employees and relevant personnel aboutfinancial sanctions laws, regulations, and the Company's obligations to comply with them. Thistraining will be designed to raise awareness of the risks associated with noncompliance and toeducate staff on how to identify and report potential sanctions violations.

21.5 The Company will not engage in any business dealings, transactions, or provide services toindividuals, entities, or countries that are subject to financial sanctions. This includes, but is notlimited to, those listed on the UK Office of Financial Sanctions Implementation (OFSI) ConsolidatedList and other relevant sanctions lists.

21.5.1 The Company will not knowingly facilitate or support any activity that is intended to evadefinancial sanctions. This includes, but is not limited to, assisting clients in concealing the truebeneficiaries of transactions, engaging in complex structures to circumvent sanctions, or any otheractivity that undermines the spirit of sanctions regulations.

21.5.2 The Company will not engage in any business dealings, transactions, or provide services to individuals, entities, or countries that are in High-Risk Territories, Tax Havens or Transient Populations.

21.6 Before providing any virtual office services, the Company will conduct robust customer duediligence to verify the identity of the clients and ensure that they are not subject to any financialsanctions. The CDD process will involve cross-referencing client information with relevant sanctionslists to confirm compliance.

21.7 The Company will continuously monitor its clients' activities to detect any potential breaches offinancial sanctions regulations. This includes regular reviews of client information and transactionpatterns to identify suspicious or prohibited activities.

21.8 If any employee or agent of the Company suspects or becomes aware of any actual or potentialbreach of financial sanctions regulations, they must immediately report it to the SCO. The SCO willthen assess the situation and, if necessary, file a report with the appropriate authorities as requiredby law.

21.9 The Company will maintain appropriate records of customer due diligence information,transaction records, and any relevant communications related to sanctions compliance. These records will be retained for the required period as mandated by UK laws and regulations.

21.10 This Financial Sanctions Policy shall be made available to all employees, contractors, and clients of the Company, either through the Company's website or other appropriate means.

21.10.1 By adhering to this Financial Sanctions Policy, Registered Office (UK) LTD ensures compliancewith financial sanctions laws and demonstrates its commitment to responsible business practices.

**22. Terrorist Financing policy**

22.1 Registered Office (UK) LTD ("the Company") is committed to preventing its services from beingused for terrorist financing activities. This policy outlines the measures and procedures the Companyadopts to detect and report any suspicious activities that may be linked to terrorist financing, incompliance with applicable laws and regulations in the United Kingdom.

22.2 This policy applies to all employees, contractors, and agents of the Company, as well as itsclients and customers who use the virtual office services.

22.3 The Company will provide regular training to all employees and relevant personnel to raiseawareness about terrorist financing risks, warning signs, and their responsibilities in detecting andreporting suspicious activities. Training sessions will be updated as needed to ensure everyone iswell-informed about the evolving nature of terrorist financing threats.

22.4 The Company will conduct enhanced customer due diligence measures for clients who present ahigher risk of being involved in terrorist financing. This includes individuals or entities located in orhaving connections to high-risk jurisdictions or industries.

22.4.1 The Company will not engage in any business dealings, transactions, or provide services to individuals, entities, or countries that are in Medium and High-Risk Territories, Tax Havens or Transient Populations.

22.4.1 Before providing any virtual office services, the Company shall identify and verify the identityof its clients. This includes obtaining and verifying the following information:

22.4.2 Individual clients: Full name, residential address, date of birth, and a valid form of Governmentissued identification (e.g., passport or driver's license).

22.4.3 Corporate clients: Full company name, registered address, company registration number,details of beneficial ownership, and proof of the company's legal existence.

22.5 The Company will continuously monitor its clients' activities to detect any suspicious behaviouror transactions that may be associated with terrorist financing. This includes regular reviews of clientinformation, transaction patterns, and ongoing monitoring of business relationships.

22.6 The Company will not engage in any business dealings, transactions, or provide services toindividuals, entities, or groups that have been designated as terrorists or linked to terrorist financingby relevant authorities or international bodies.

22.6 The Company will not knowingly facilitate or support any activity that is intended to financeterrorist organisations or acts. This includes, but is not limited to, accepting or processing funds fromsources known or suspected to be involved in terrorist financing.

22.7 If any employee or agent of the Company suspects or has reason to believe that a client'sactivities are related to terrorist financing, they must immediately report it to the designated Anti Money Laundering Compliance Officer (AMLCO). The AMLCO will then assess the situation and, ifnecessary, file a suspicious activity report (SAR) to the appropriate authorities as required by law.

22.8 The Company will maintain appropriate records of customer due diligence information,transaction records, and any relevant communications related to terrorist financing detection andreporting. These records will be retained for the required period as mandated by UK laws andregulations.

22.9 This Terrorist Financing Policy shall be made available to all employees, contractors, and clientsof the Company, either through the Company's website or other appropriate means.

22.9.1 By adhering to this Terrorist Financing Policy, Registered Office (UK) LTD actively contributes tonational and international efforts to combat terrorist financing and ensure the safety and security ofits services.

**23. Procedures of money laundering policy**

23.1 This document outlines the procedures that Registered Office (UK) LTD ("the Company") shallfollow to prevent its services from being used for money laundering activities. These procedures aredesigned to ensure compliance with applicable anti-money laundering (AML) laws and regulations inthe United Kingdom.

23.2 Before providing any virtual office services, the Company will conduct customer due diligence toverify the identity of its clients. This includes obtaining and verifying the following information:

23.2.1 Individual clients: Full name, residential address, date of birth, and a valid form ofgovernmentissued identification (e.g., passport or driver's license).

23.2.2 Corporate clients: Full company name, registered address, company registration number,details of beneficial ownership, and proof of the company's legal existence.

23.3 For clients who present a higher risk of money laundering, the Company will perform enhanceddue diligence measures. These may include obtaining additional information about the client'ssource of funds, business activities, and risk profile.

23.4 The Company will check if any client is a Politically Exposed Person (PEP) or a family member orclose associate of a PEP. If such status is identified, the relationship will be terminated.

23.5 The Company will continuously monitor its clients' activities to detect any suspicious behaviouror transactions that may indicate potential money laundering. This includes regular reviews of clientinformation, transaction patterns, and ongoing monitoring of business relationships.

23.6 The Company shall employ transaction monitoring systems to identify unusual or suspicioustransactions based on predetermined criteria. Any transactions that raise suspicion will be furtherinvestigated.

23.7 If any employee or agent of the Company identifies or suspects any activity related to moneylaundering, they must immediately report it to the designated Anti-Money Laundering ComplianceOfficer (AMLCO). The AMLCO will then assess the situation and, if necessary, file a suspicious activityreport (SAR) to the appropriate authorities as required by law.

23.8 The Company will maintain appropriate records of customer due diligence information,transaction records, and any relevant communications related to money laundering prevention anddetection. These records will be retained for the required period as mandated by UK laws andregulations.

23.9 The Company will conduct periodic reviews of its AML procedures to assess their effectivenessand make necessary improvements to ensure ongoing compliance with AML regulations.

23.10 These Procedures for Anti-Money Laundering Policy shall be made available to all employees,contractors, and clients of the Company, either through the Company's website or other appropriatemeans.

23.11 By adhering to these Procedures for Anti-Money Laundering Policy, Registered Office (UK)LTD is dedicated to upholding the highest standards of integrity and ethical conduct while activelypreventing money laundering activities.

**24. Promotions and Competition Rules**

24.1. Eligibility: This offer is available only to new customers making their first purchase.

24.2 Offer Details: A discount of 10% will be applied to the total order value (exclusions apply) when using the discount code.

24.3 Promotion Code: The discount code will be sent via email. Enter the code at checkout to receive the discount.

Exclusions: Discount does not apply to the following products or services:

a. Ready-Made Companies

b. Legal Document packs

c. Company Formation packages

d. Secretarial Services

24.4 Offer Validity: Discount is valid for first-time orders only and cannot be used for subsequent purchases.

24.5 Non-transferable: The offer is non-transferable and cannot be exchanged for cash or credit.

24.6 Changes to Offer: Registered Office (UK) Ltd reserves the right to modify or cancel the offer at any time without prior notice.

24.7 Refunds: Regarding the refund - see point 12.

Updated 09/04/2025