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Website Hosting Terms and Conditions v2.6 Updated January 2009

Hosting Terms and Conditions - Contents

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1. Introduction

Paydens Limited trading as Internet Commercial Solutions (ICSO) offers [website hosting](#) and [email](#) services subject to the terms and conditions set out in this document, in addition to any other relevant terms and conditions, policies and notices which may be applicable to supply of hosting services.

2. Definitions and interpretation

ICSO or **We** means Paydens Limited trading as Internet Commercial Solutions, registered office Paydens Limited, Parkwood, Sutton Road, Maidstone, Kent ME15 9NE.

You ("you", "your", "Customer") includes the person purchasing the services or any party acting on the customer's instructions.

Agreement means the agreement between ICSO and the Customer incorporating these Web Hosting Terms

Server means the computer server equipment operated by us in connection with the provision of the Services.

Service or **Services** means domain name registration, website hosting, email and any other web hosting related service or facility provided by us.

Web Site means the area on the Server allocated by us to you for use by you as a site on the Internet.

In consideration of the mutual covenants herein, the parties agree to the following, which shall apply during the term of this agreement

3. Domain name registration

3.1 ICSO makes no representation that the domain name you wish to register is capable of being registered by or for you or that it will be registered in your name. You should therefore not assume registration of your requested domain name(s) until you have been notified that it has or they have been registered. Any action taken by you before such notification is at your risk.

3.2 The registration and use of your domain name is subject to the terms and conditions of use applied by the relevant naming authority; you shall ensure that you are aware of those terms and conditions and that you comply with them. For UK domain registrations you shall ensure that you are aware of the terms and conditions of Nominet UK, the UK naming authority, that can be found at <http://www.nominet.org.uk/nominet-terms.html> and that you comply with them. You shall have no right to bring any claim against us in respect of refusal to register a domain name or cancellation of the domain name by the relevant naming authority. Any administration charge paid by you to us shall be non-refundable notwithstanding refusal by the naming authority to register your desired name.

3.3 We shall have no liability in respect of the use by you of any domain name; any dispute between you and any other person must be resolved between the parties concerned in such dispute. If any such dispute arises, we shall be entitled, at our discretion and without giving any reason, to withhold, suspend or cancel the domain name. We shall also be entitled to make representations to the relevant naming authority but will not be obliged to take part in any such dispute.

3.4 ICSO gives no warranty or representation that your domain name is or will continue to be available for your use or that no domain name is or will be registered which conflicts with your domain name or which otherwise affects your use of your domain name.

3.5 ICSO shall be entitled to withhold the release of any domain name to another provider or "tag holder" unless we have received full payment of all amounts due to us at that time.

3.6 If payment is not received for any domain name ICSO may delete or retain the domain for further sale.

4. Web Site Hosting And Email

4.1 ICSO makes no representation and gives no warranty as to the accuracy or quality of information received by any person via the Server and we shall have no liability for any loss or damage to any data stored on the Server.

4.2 You shall effect and maintain adequate insurance cover in respect of any loss or damage to data stored on the Server.

4.3 You represent, undertake and warrant to us that you will use the Web Site allocated to

you only for lawful purposes. In particular, you represent, warrant and undertake to us that.

4.3.1 You will not use the Server in any manner which infringes any law or regulation or which infringes the rights of any third party, nor will you authorise or permit any other person to do so.

4.3.2 You will not post, link to or transmit:

(a) any material which is unlawful, threatening, abusive, malicious, defamatory, obscene, blasphemous, profane or otherwise objectionable in any way.

(b) any material containing a virus or other hostile computer program.

(c) any material which constitutes, or encourages the commission of, a criminal offence or which infringes any patent, trade mark, design right, copyright or any other intellectual property right or similar rights of any person which may subsist under the laws of any jurisdiction.

4.3.3 You will not send bulk email whether opt-in or otherwise from our network. Nor will you promote a site hosted on our network using bulk email.

4.3.4 You will not employ programs which consume excessive system resources, including but not limited to processor cycles and memory.

4.4 We reserve the right to remove any material which We deem inappropriate from your web site without notice. ICSO does not host pornographic, Warez or illegal MP3 content.

4.5 You shall keep secure any identification, password and other confidential information relating to your account and shall notify us immediately of any known or suspected unauthorised use of your account or breach of security, including loss, theft or unauthorised disclosure of your password or other security information.

4.6 You shall observe the procedures which We may from time to time prescribe and shall make no use of the Server which is detrimental to our other customers.

4.7 You shall procure that all mail is sent in accordance with applicable legislation (including data protection legislation) and in a secure manner.

4.8 In the case of an individual User, you warrant that you are at least 16 years of age and if the User is a company, you warrant that the Services will not be used by anyone under the age of 16 years.

4.9 Any access to other networks connected to ICSO must comply with the rules appropriate for those other networks.

4.10 While ICSO will use every reasonable endeavour to ensure the integrity and security of the Server, We do not guarantee that the Server will be free from unauthorised users or hackers and ICSO shall be under no liability for non-receipt or misrouting of email or for

any other failure of email.

5. Service Availability

5.1 We shall use our reasonable endeavours to make available to you at all times the Server and the Services but ICSO shall not, in any event, be liable for interruptions of Service or down-time of the Server.

5.2 We shall have the right to suspend the Services at any time and for any reason, generally without notice, but if such suspension lasts or is to last for more than 7 days you will be notified of the reason.

5.3 The Services provided to you hereunder and your account with us cannot be transferred or used by anyone other than you. No more than one log-in session under any one account may be used at any time by you. If you have multiple accounts, you are

limited to one login session per system account at any time; user programs may be run only during log-in sessions. If your account is found to have been transferred to another party, or shows other activity in breach of this sub clause, we shall have the right to cancel the account and terminate the Services and/or this Agreement immediately.

6. Payment

6.1 All charges payable by you for the Services shall be in accordance with the scale of charges and rates published from time to time by us on our web site and shall be due and payable in advance of our service provision. We reserve the right to change pricing at any time although all pricing is guaranteed for the period of pre payment.

6.2 Payment is due each anniversary month, quarter or year following the date the Services were established until closure notice is given. If you choose to pay by credit or debit card you authorise ICSO to debit your account renewal fees from your card.

6.3 All payments must be in UK Pounds Sterling.

6.4 If your cheque is returned by the bank as unpaid for any reason, you will be liable for a "returned cheque" charge of £25.00.

6.5 Without prejudice to our other rights and remedies under this Agreement, if any sum payable is not paid on or before the due date, we shall be entitled forthwith to suspend the provision of Services to you.

6.6 If an account goes unpaid for at least seven days, a £10.00 late payment fee will be applied.

6.7 If an account goes unpaid for at least ten days, the account and its associated services are suspended. A £20.00 charge will be applied upon account reactivation to cover administration costs.

6.8 Once an account has a suspended status, access to files, databases and other content is explicitly denied. All files, databases and other content including the account itself is permanently deleted after ten days of account suspension.

6.9 Should access to files, databases and other content be required before they are deleted, account reactivation will be required.

7. Termination

7.1 If You fail to pay any sums due to ICSO as they fall due, We will suspend the Services and/or terminate this Agreement forthwith without notice to you.

7.2 If You break any of these terms and conditions ICSO may suspend the Services and/or terminate this Agreement forthwith without notice to you.

7.3 If You are a company and you go into insolvent liquidation or suffer the appointment of an administrator or administrative receiver or enter into a voluntary arrangement with your creditors, ICSO shall be entitled to suspend the Services and/or terminate this Agreement forthwith without notice to you.

7.4 No refunds will be made for Services suspended in accordance with 7.1, 7.2 and 7.3.

7.5 ICSO reserves the right to suspend the Services and/or terminate this Agreement at any time.

7.6 You may cancel the Services at any time, but We ask You to confirm this cancellation request in writing or by electronic mail.

7.7 You may be entitled to a refund of fees paid, with the exclusion of dedicated server

and data transfer fees, should You decide to cancel the Services. It may be necessary to withhold refund if the account has utilised excessive resources, this is at the sole discretion of ICSO.

7.8 Where payment has been made by credit or debit card, any refund will only be issued to the same credit or debit card.

7.9 On termination of this Agreement or suspension of the Services ICSO shall be entitled immediately to block your Web Site and to remove all data located on it.

8. Indemnity

8.1 You shall indemnify us and keep us indemnified and hold us harmless from and against any breach by you of these terms of business and any claim brought against us by a third party resulting from the provision of Services by us to you and your use of the Services and the Server including, without limitation, all claims, actions, proceedings, losses, liabilities, damages, costs, expenses (including reasonable legal costs and expenses), howsoever suffered or incurred by us in consequences of your breach or non-observance of this Agreement.

9. Limitation Of Liability

9.1 All conditions, terms, representations and warranties relating to the Services supplied under this Agreement, whether imposed by statute or operation of law or otherwise, that are not expressly stated in these terms and conditions including, without limitation, the implied warranty of satisfactory quality and fitness for a particular purpose are hereby excluded, subject always to subclause 9.2.

9.2 Nothing in these terms and conditions shall exclude our liability for death or personal injury resulting from our negligence.

9.3 Our total aggregate liability to you for any claim in contract, tort, negligence or otherwise arising out of or in connection with the provision of the Services shall be limited to the charges paid by you in respect of the Services which are the subject of any such claim.

9.4 In any event no claim shall be brought unless You have notified us of the claim within one year of it arising.

9.5 In no event shall ICSO be liable to You for any loss of business, contracts, profits or anticipated savings or for any other indirect or consequential or economic loss whatsoever

10. Revisions

10.1 ICSO reserves the right to revise, amend, or modify these Terms and Conditions, and any of our other policies and agreements at any time and in any manner. Notice of any revision, amendment, or modification will be posted in accordance with our Terms and Conditions.

11. Notices

11.1 Any notice to be given by either party to the other may be sent by either email, fax or recorded delivery to the address of the other party as appearing in this Agreement or ancillary application forms or such other address as such party may from time to time have communicated to the other in writing, and if sent by email shall unless the contrary is

proved be deemed to be received on the day it was sent or if sent by fax shall be deemed to be served on receipt of an error free transmission report, or if sent by recorded delivery shall be deemed to be served two days following the date of posting.

12. Applicable Law

12.1 This Agreement shall be governed by and construed in accordance with English law and you hereby submit to the non-exclusive jurisdiction of the English courts.

13. Headings

13.1 Headings are included in this Agreement for convenience only and shall not affect the construction or interpretation of this Agreement.

14. Entire Agreement

14.1 These terms and conditions together with any documents expressly referred to in them, contain the entire Agreement between us relating to the subject matter covered and supersede any previous Agreements, arrangements, undertakings or proposals, written or oral: between us in relation to such matters. No oral explanation or oral information given by any party shall alter the interpretation of these terms and conditions. In agreeing to these terms and conditions, you have not relied on any representation other than those

expressly stated in these terms and conditions and you agree that you shall have no remedy in respect of any misrepresentation which has not been made expressly in this Agreement.

15. Comments or Questions

15.1 If you have any questions, comments or concerns arising from the website, the privacy policy or any other relevant terms and conditions, policies and notices or the way in which we are handling your personal information please [contact us](#).