



Terms & Conditions

Here you can take a look at the Terms of Use (and additional documents) that apply for our website www.twfservices.co.uk which is property of The Way Forward LTD ("Company") is a company registered in England and Wales with registered company number 10410232. The registered office is at Unit 1 Ivebury Court, 325 Latimer Road, London, W10 6RA. Whether you are a registered user or just a visitor, please spare a moment to read these terms of use before you begin using our website.

If you are to use our website, you indicate that you fully comprehend the listed terms of use and that you agree to follow them. In case you DO NOT agree with our terms of use, we kindly ask you to refrain from using our website.

1. Access to our Site

1.1 Access to our site is permitted on a temporary basis, and we reserve the right to withdraw or modify the service we offer on the site without further notice. We shall not be liable if for whatever reason our site is not accessible at any moment or during any period.

1.2 From time to time, we may suspend or terminate access to our entire site, or parts of it, to users who have registered with us.

1.3 If you have chosen an ID code, password, or any other piece of information or are provided with such as part of our security procedures, you must handle such information as confidential and may not disclose it to third parties. At all times we are entitled to disable any user ID or password, either selected by you or assigned to you by us, if we deem you have not been able to comply with these terms.

1.4 Any arrangements necessary for you to gain access to our site are your responsibility. You are also responsible for ensuring that people who use your internet connection to access our site are aware of these terms and that they comply with these terms.

2. Transactions Done Through Our Website and Being Liable to You

2.1 We are providers of services and we are authorised by said providers to enter a contract with you on their behalf. We will do this by handling your booking enquiry, allocating the booking to an available service provider, and then sending you an email with the details of your booking, with a link to the Services Terms and Conditions.

2.2 Once you agree to the Services Terms and Conditions, and the terms set out in the email using the provided link, you and the Service Provider will be in a contract.

2.3 Your contract is with the Service Provider and responsibility for the provision of the services rests solely with them. Make sure to read the Services Terms and Conditions carefully. They will be legally binding on you once you have indicated you agree to them.

2.4 The user is sole responsible for any payments done online which are processed by third party processors, we are not liable if your funds are held or double charged, as this is a matter to be discussed with your bank.

2.5 Booking Cancellation prior to 24 hours are not charged. Booking Cancellation within 24 hours of the booking are subject to a 50% charge.



2.6 TWF is not responsible for any additional bank charges.

3. Intellectual Property Rights

3.1 *We own or are licensed to all intellectual property rights in our site, and its content. Those materials are subject to copyright laws and treaties around the world. All such rights are reserved.*

3.2 *You can print off one copy, and download excerpts, of any page(s) from our site to use for your personal reference. You may cite material posted on our site to members of your organisation.*

3.3 *Modifying the paper or digital copies of any printed or downloaded materials is prohibited. No illustrations, photographs, video or audio segments or any graphics can be used separately from any accompanying text.*

3.4 *You must always acknowledge our status (and that of any identified contributors) as the authors of material on our site.*

3.5 *You may use materials on our site for commercial purposes only after obtaining a licence to do so from us or our licensors. Any other use of materials on our website is prohibited.*

3.6 *Any content of our site which has been printed off, downloaded, or copied in breach of these terms of use will suspend your right to use our site. Any copies of the materials you have made must be returned or destroyed.*

4. Reliance on information posted

4.1 *Reliance should not be placed on commentary and other materials posted on our site. They are not intended to qualify as advice.*

4.2 *We are therefore exempt from liability and responsibility for any reliance placed on such materials by any visitor to our site, or by anyone who may be informed of any of its contents.*

5. Our site changes regularly

5.1 *We use reasonable endeavours to update our site regularly and may modify the content at any time. Should the need arise, we may suspend or terminate indefinitely access to our site.*

5.2 *We aim to maintain the content on our website accurate, appropriate, and up to date. We are under no obligation to update material on our website, which may be out of date at any given time.*

6. Our liability for the material on the site

6.1 *To the extent permitted by law, we accept no liability to any user for any loss or damage, whether foreseeable or otherwise, in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising out of or in connection with the use of (or inability to use) our site or the use of or reliance upon any content included on our site.*

6.2. *To the extent permitted by law, we exclude liability for all conditions, warranties and other terms which might otherwise be implied by statute, common law, or the law of equity.*

6.3. *We will not be liable to you in respect of any business losses, including (without limitation) loss of or damage to profits, income, revenue, use, production, anticipated savings, business, contracts, commercial opportunities or goodwill; wasted management or office time; and whether caused by tort (including negligence), breach of contract or otherwise, even if foreseeable.*



6.4. *We will not be liable to you in respect of any loss or corruption of any data, database, or software.*

6.5. *Nothing in these terms and conditions will limit or exclude any liability for death or personal injury resulting from negligence or for fraud or fraudulent misrepresentation. Nothing in these terms and conditions limits any liabilities in any way that is not permitted under applicable law or excludes any liabilities that may not be excluded under applicable law.*

7. Your Information and Visits to Our Website

7.1 *We process your information as per our Terms and Conditions*

7.2 *By using our website, you agree to such processing and you warrant that all data provided information is accurate.*

8. Upload of Materials on Our Website

8.1 *When you use a feature that allows you to upload materials to our website, or to contact other users of our website, you must agree to the content standards set out in these terms. You warrant that such contributions do comply with said standards, and you indemnify us for any breach of said warranty.*

8.2 *All material you upload to our site will be treated as non-confidential and non-proprietary, and we have the right to use, copy, distribute and disclose to third parties said materials for any purpose. We also retain the right to disclose your identity to any third party that is claiming that any materials posted or uploaded by you to our website are in violation of their intellectual property rights, or of their privacy rights.*

8.3 *We are not responsible, or liable to any third party, for the content or accuracy of any materials posted by you or other users of our website.*

8.4 *We have the right to remove any materials or posts you put on our website if they do not comply with the content standards set out in these terms.*

9. Hacking, Viruses and Other Illegal Actions

9.1 *You are not to misuse our website by knowingly and intentionally introducing viruses, Trojans, worms, spy-ware, mole-ware, logic bombs or other material which is malicious and technologically harmful. You must not attempt to acquire unauthorised access to our website, the server on which our website is stored, or any server, computer, or database that are connected to our website. You must not attack our site via a denial-of-service (DoS) attack or a distributed denial-of service attack.*

9.2 *By breaking this provision, you are committing a criminal offence under the Computer Misuse Act 1990. We will report such breach of law to the relevant law enforcement authorities and we will co-operate with said authorities by disclosing your identity to them. If you breach the terms, your right to use our site will be immediately terminated.*

9.3 *We are not liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, stored data or other proprietary material due to your use of our website or to your downloading of any material posted on it, or on any other website linked to it.*

10. Links to Our Website



10.1 You are allowed to link to our homepage, if you do so in a way that is fair and legal, and does not harm our reputation or abuse it, but you must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where there is none.

10.2 You must not make any links from any website that is not yours.

10.3 Our website is not to be framed on any other website, nor may you make a link to any part of our website different than its homepage. We retain the right to withdraw linking permissions without any notice. The website from which you are linking to us must be in accordance with the content standards set out in these terms.

10.4 If you wish to use materials of our website other than that set out above, please state your request to info@twfservices.co.uk.

11. Outgoing Links from Our Website

11.1 Links provided from our website to other sites and resources are for your information only.

11.2 We do not have control over the contents of said sites and resources. We hold no responsibility for them or for any loss or damage that may come from you using of them.

12. Jurisdiction and Applicable Law

12.1 The English courts has non-exclusive jurisdiction over any claim coming from, or related to, a visit to our website although we reserve the right to bring proceedings against you for breach of these conditions in your country of residence or any other relevant country.

12.2 These terms of use and any dispute or claim coming from or in connection with them, or their subject matter, or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of England and Wales.

13. Terms of Use Variations and Alterations

13.1 We may change these terms of use at any time by altering this page. You are expected to check this page occasional to take notice of any changes we make, as they are binding on your part. Some provisions contained in these terms of use may also be superseded by provisions or notices published elsewhere on our website.

14. Seven-day cleaning guarantee

14.1 Any building works, moving of materials in or out of the property cleaned will automatically void our seven-day cleaning guarantee and any further visits to the property may be subject to additional charges.

15. Concerns that may arise

15.1 Questions, comments and requests regarding this Privacy Policy are welcome and should be addressed by email to info@twfservices.co.uk or by telephone 0800 009 6610.

