

Client Terms of Service & Agreement

Document: Standard Terms of Service Effective Date: July 2026

Provider: Driveway Digital Standard Rate: £149 / month

1. Scope of Work

Driveway Digital ("Agency") provides website design, setup, hosting, and ongoing technical maintenance services to the client ("Client").

- Included Services: Website build, initial setup, mobile optimization, hosting, and routine maintenance as detailed in the agreed service package.
- Revisions: Up to two rounds of minor content or layout adjustments are included prior to website launch.
- Out of Scope: Major design alterations, structural site rebuilds, or custom features requested after launch will be quoted under a separate work agreement.

2. Client Content & Assets

- The Client is responsible for supplying necessary media, text, logos, contact information, and business credentials required for project completion.
- The Client confirms ownership or authorization for all imagery, branding elements, and copy provided to Driveway Digital.

3. Payment & Billing Terms

- Recurring Subscription: Services are billed at £149 per month in advance via automated card payment or Direct Debit.
- Overdue Accounts: Payments overdue by more than 7 days may result in temporary suspension of website hosting until the balance is resolved.
- Cancellation Policy: Either party may terminate the ongoing monthly subscription service with 30 days written notice.

4. Intellectual Property & Hosting

- Driveway Digital retains ownership of underlying code structures, design framework templates, and hosting infrastructure during active service.
- All Client-supplied content, trademarks, logos, and original media remain the exclusive property of the Client.

- Upon subscription cancellation, website hosting and associated management services will end at the conclusion of the billing cycle.

NEW CLAUSE

5. Domain Registration

Where a custom domain is required, Driveway Digital will cover the cost of initial domain registration as part of the service. The domain will be registered with the Client as the registered owner, and remains the Client's property regardless of subscription status.

Driveway Digital will not withhold domain access or ownership details from the Client at any time. Ongoing annual renewal costs may be passed to the Client or absorbed by Driveway Digital at its discretion.

6. Uptime & Service Limitations

Driveway Digital utilizes reliable third-party infrastructure for website hosting. While continuous access is targeted, Driveway Digital is not liable for temporary service interruptions caused by third-party hosting issues, internet infrastructure failures, or external network outages.

7. Limitation of Liability

Driveway Digital shall not be liable for any indirect commercial loss, lost business leads, or operational revenue reductions resulting from temporary site unavailability or incorrect Client-supplied information.