

- **Charges**
 - There are no charges due or applied prior to the website/e-mail being approved by the customer.
 - An annual or monthly charge is to be paid by the customer (usually by cheque or bank standing order). This charge covers registering a domain name, website design, build, hosting, maintenance and e-mail, as provided for in the specific package. The first payment is due immediately following the customer's acceptance of the website/e-mail as meeting the specification.
 - Price is fixed for one year. Thereafter 3 months advance notice of any increase(s) will be given.
- **Contract**
 - 1 year minimum period.
 - May be terminated by the customer after 1 year with a notice period of 2 months. This means that the earliest the customer may give notice of termination is at the end of month 10 and that payment must cover up to month 12.
 - May be terminated by John Adams after 1 year with a notice period of 3 months.
- **Copyright**
 - The customer is responsible for ensuring he/she has appropriate ownership, control, copyright and/or permission for all supplied text, pictures, logos, etc. that are to be used on the website.
 - The customer owns the website content (but not the format) and has copyright over the content.
 - In selecting or approving a domain name it is the customer's responsibility to ensure that he /she does not infringe any copyrights, trademarks, trade names or trading titles either directly or by passing off.
- **Website maintenance (interim updates)**
 - Every effort will normally be made to complete customer requests as soon as possible. There is however no guarantee as to how long this may take.
 - For the Professional package John Adams's fair usage policy applies.
- **Fair usage policy (Professional package)**
 - Maintenance of websites - Maintenance means amendments, additions, updates and other changes that are within the framework of the initial design of the website. Complete redesign of the site is allowed no more frequently than once a year. There is no set limit on the number of maintenance changes allowed. However, no single customer will be allowed unlimited changes. John Adams reserves the right to refuse to carry out excessive changes. The definition of "excessive" is at the sole discretion of John Adams.
 - Photos - If a large number of photos or other images are required then this may require the Bespoke package. John Adams will advise on this prior to agreeing terms.
- **Termination of contract**
 - The domain name documentation will be passed to the customer with no charge (unless the contract has been running for less than one year, in which case a necessary administration charge will apply).
 - The domain will be set for transfer to another hosting provider, nominated by the customer, generally with no charge or with a nominal charge if transfer is not quick and straightforward.
 - If the contract has been running for at least one year then the website html pages and their directly associated files will be made available to either the customer or a new provider, generally at no charge. If the contract has run for less than one year then this material will not be made available.
- **Website content**
 - This shall not be offensive, inflammatory, distasteful, untruthful or illegal. John Adams judgement as to whether content breaches these terms shall be final.
- **Security**
 - All reasonable precautions will be taken to ensure that websites and e-mail accounts are securely hosted and remain accessible and remain free from outside interference.
 - No liability is accepted for damage sustained to websites or e-mail accounts where the damage is outside the control of John Adams. However every effort will be made to restore websites and e-mail accounts in such circumstances.
 - It is the customer's responsibility to ensure that initial e-mail passwords are changed by the user(s) as soon as accounts are used.