stu. BAILEY STUDIO

TERMS & CONDITIONS

Hosting & Care Terms.

What every hosting & care plan includes, how billing works, and how to change or cancel. Plans run month to month with 30 days' notice.

VERSION

1.0, effective 28 October 2026

PROVIDED BY

Stuart Bailey, trading as Stu Bailey Studio

CONTACT

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At a glance

Every plan keeps your site online, secure and backed up, runs month to month, and can be cancelled with 30 days' notice.

	ESSENTIALS	CARE	SHOP & ORDERING
Monthly price	**£15**	**£29**	**£49**
Yearly price (2 months free)	£150	£290	£490
Updates (WordPress, theme, plugins)	Monthly	Weekly	Weekly, tested on your checkout
Backups	Monthly	Daily, stored off-site	Daily, stored off-site, plus before every update
Uptime monitoring	–	Yes	Yes
Speed check	–	Quarterly	Monthly
Test order and payment check	–	–	Monthly
Help time each month	–	30 minutes	1 hour
We aim to reply	Within 2 working days	Next working day	Next working day; same day if your shop is down

Sites that take payments, orders or bookings need the Shop & ordering plan.

1 About these terms

1.1 **Who.** These terms are between you and Stuart Bailey, trading as Stu Bailey Studio, 221 Victoria Road, Southampton, SO19 9EG (hi@stubailey.studio).

1.2 **How they fit together.** These terms cover hosting and care plans. They sit alongside our Website Design & Build Agreement. The general parts of that agreement also apply to your plan, including:

- data protection (clause 10);
- liability (clause 11);
- consumer rights (clause 13); and
- complaints and disputes (clause 14).

If the two documents disagree about your plan, these terms win.

1.3 **When your plan starts.** Your plan starts on the day your website goes live with us, or the day we move your existing site onto our hosting. You'll accept these terms when you choose a plan, on your Project Quote or by email.

2 What every plan includes

2.1 **Hosting.** Your website is hosted on fast LiteSpeed servers with Eco Web Hosting in the UK, with caching set up for speed.

2.2 **SSL certificate.** The padlock that keeps your site secure, renewed automatically.

2.3 **Your domain, connected and managed.** Your domain stays in your name and your own account, and you pay its renewals (see clause 6.2). We look after the settings that point it at your website and email.

2.4 **Business email set-up.** We'll set up your email addresses on your domain and help you get them working on your phone and computer. The mailbox service itself (for example Microsoft 365 or your hosting mailboxes) is listed on your quote.

2.5 **Updates.** We keep WordPress, your theme and your plugins up to date, as often as your plan says. If an update causes a problem, we'll roll it back or fix it at no extra cost.

2.6 **Security monitoring.** We scan for malware and suspicious activity. If your site is hacked while on a plan, we'll clean it up and restore it at no extra cost, unless the cause is covered by clause 6.

2.7 **One person to message.** You'll deal with me directly, by email, WhatsApp or Messenger.

2.8 **Premium plugins.** While you're on a plan, premium plugins such as Elementor Pro and Astra Pro run on our licences at no extra cost.

3 Backups

3.1 **How often.**

PLAN	HOW OFTEN	KEPT FOR
Essentials	Monthly, plus before major updates	3 months
Care	Daily, stored off-site	30 days
Shop & ordering	Daily, stored off-site, plus before every update	30 days

3.2 **Restoring.** If something goes wrong, we'll restore your site from the most recent good backup at no extra cost.

3.3 **What backups can't do.** Backups greatly reduce the risk of losing data but can't guarantee every change is saved. For example:

- on Essentials, changes made since the last monthly backup may be lost;

- on any plan, orders or form entries since the last backup may be lost.

Keep your own copies of anything business-critical, such as order records and important emails.

3.4 **Your copy.** You can ask for a copy of your latest backup at any time, free of charge, once your account is up to date.

4 Help time and response times

4.1 **What help time covers.** Care includes 30 minutes a month and Shop & ordering 1 hour a month, for things like:

- small content changes, such as text, photos, prices or opening times;
- adding a new team member or a short blog post;
- showing you how to do something yourself; and
- checking something that doesn't look right.

4.2 **Unused time doesn't roll over** to the next month.

4.3 **Going over.** If a job will take longer than your remaining help time, we'll tell you first. Extra time is charged at £35 per hour, in 15-minute blocks, only with your go-ahead.

4.4 **Bigger jobs** such as new pages, new features or a redesign aren't help time. We'll quote for them separately.

4.5 **Response times.** We aim to reply within the times shown in the plan table. Working days are Monday to Friday, 9am to 5pm, excluding bank holidays. These are targets we work hard to meet, not guarantees.

4.6 **Same-day help (Shop & ordering).** If your shop or ordering is down during working hours, we aim to start work on it the same working day.

4.7 **Holidays.** If I'm away, I'll let you know in advance and arrange cover for urgent problems where possible.

5 Paying for your plan

5.1 **Invoices.** We'll invoice you at the start of each month, or each year if you pay yearly. Invoices are due within 7 days. Pay by bank transfer or by card using the secure link on the invoice. No VAT is charged, as we're not VAT registered.

5.2 **Paying yearly.** The yearly price gives you 2 months free (you pay for 10 months, not 12).

5.3 **First invoice.** Your first invoice covers the period from the day your plan starts. If that's part-way through a month, the first invoice is for the part-month only.

5.4 **Late payment.** If an invoice is unpaid:

1. We'll send a friendly reminder.
2. If it's still unpaid 7 days after we give you written notice, we may pause the care parts of your plan, such as updates and help time. Your website stays online.
3. If it's still unpaid 30 days after that notice, we may suspend hosting, which takes your site offline. We'll always email you at least 7 days before this happens.

4. We'll restore everything promptly once your account is up to date.

For business clients, the late-payment rights in clause 3.6 of the Website Design & Build Agreement also apply.

6 Your responsibilities

6.1 **Keep your logins safe.** Use strong passwords, don't share logins, and tell us straight away if you think an account has been compromised.

6.2 **Your domain.** Your domain stays in your own account (we recommend 123-reg or Fasthosts). You're responsible for keeping it renewed and your payment details there up to date. If it expires, your website and email stop working. That isn't covered by your plan, but we'll help get things back online once it's renewed.

6.3 **Changes you make.** You're welcome to edit your content. Please ask us before:

- installing or removing plugins or themes;
- changing settings; or
- giving anyone else admin access.

Fixing problems caused by changes made by you or others is charged at £35 per hour.

6.4 **Your content and customers.** You're responsible for what's on your site, and for how you handle your customers' orders, bookings and data, as set out in clauses 4 and 10 of the Website Design & Build Agreement.

6.5 **Acceptable use.** You mustn't use your hosting for anything illegal, for spam or bulk email, or for anything that harms our hosting or other customers. We may suspend a site immediately if it's being used this way or has been hacked and is putting others at risk. We'll tell you why straight away.

7 Fair use and what's not included

7.1 **Fair use.** Plans are designed for small business websites. If your site grows far beyond that, we'll talk to you about the options before anything changes. For example: very high traffic, very large storage, or large file downloads.

7.2 **Not included** (quoted separately):

- new pages, features or redesigns;
- domain renewals and paid mailboxes, such as Microsoft 365;
- paid plugins or services you choose to add;
- replacing a plugin or service that's been discontinued, unless it's small enough for your help time;
- problems caused by changes made by you or others (clause 6.3); and
- SEO campaigns, content writing or marketing.

7.3 **Uptime.** We use good-quality UK hosting and aim for your site to be online all the time. We can't guarantee 100% uptime, because short outages for maintenance or problems at the hosting company can happen. On Care and Shop & ordering, our monitoring alerts us so we can act quickly.

8 Changing or cancelling your plan

8.1 **Changing plan.**

- **Upgrading** takes effect straight away, and we'll adjust your next invoice.
- **Downgrading** takes effect from your next billing date.
- If you add online payments, ordering or bookings to your site, you'll need to move to Shop & ordering.

8.2 **Cancelling.** There's no minimum term. To cancel, email hi@stubailey.studio and give at least 30 days' notice. You pay for the plan up to the end of the notice period.

8.3 **Cancelling a yearly plan.** We'll refund the unused full months after the notice period ends. The refund is worked out at the monthly price, so the "2 months free" discount only applies to a full year.

> Example: you pay £290 for a yearly Care plan and cancel after 4 months. With 1 month's notice you've used 5 months (5 × £29 = £145), so we refund £145.

8.4 **When we can end your plan.** We may end your plan:

- with 30 days' written notice, for any reason; or
- straight away, if you seriously break these terms. For example: non-payment under clause 5.4, or misuse under clause 6.5.

If we end it with notice, we'll refund any fees you've paid for the period after it ends.

8.5 **Moving your site elsewhere.** When your plan ends, once everything owed is paid:

- we'll give you a full backup of your website, free of charge;
- hands-on help moving it to a new host is chargeable, quoted first;
- premium plugins on our licences will need your own licences or replacements (agreement clause 8.4); and
- we'll keep your site and backups for 30 days after your plan ends, then delete them securely.

9 Price changes, liability and general terms

9.1 **Price changes.** We may change plan prices, but no more than once every 12 months. We'll give you at least 30 days' notice by email, so you can cancel before the new price applies if you'd prefer. Yearly plans keep their price until the end of the year you've paid for.

9.2 **Changes to these terms.** We may update these terms with at least 30 days' notice by email. If a change is bad for you, you can cancel before it applies without paying for the rest of the notice period.

9.3 **Liability.** Clause 11 of the Website Design & Build Agreement applies. For business clients, our total liability for your plan is limited to the fees you paid in the 12 months before the problem arose. We're not liable for indirect losses, such as lost sales while a site is offline. Nothing limits liability that the law doesn't allow us to limit, and consumers keep all their legal rights.

9.4 **Consumers.** If you're buying for personal use and agreed this plan online or by phone, you can cancel within 14 days. If you ask us to start within those 14 days, you'll pay for the days used. The rest of clause 13 of the agreement also applies.

9.5 **Questions or complaints.** Email hi@stubailey.studio. We'll reply within 2 working days. These terms are governed by the law of England and Wales.

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Questions about these terms?
hi@stubailey.studio · stubailey.studio