

# Service Agreement

**Effective Date: 01 October 2025**

## Parties

(1) Blue Oak Solutions Ltd., a company registered in England and Wales (Company No. 09876543) with its registered office at 27 Queen Street, London EC4R 1AP (the "Supplier"); and (2) Alexandra Reed of 14 Brook Mews, London W2 3BW (the "Contract Holder").

## Key Particulars

**Contract Holder:** Alexandra Reed

**Renewal Date:** 01 October 2026

**Service/Product:** Managed Website Hosting & Maintenance

**Contact Email:** alexandra.reed@example.com

## Background

The Contract Holder wishes to engage the Supplier to provide the Service/Product described in the Key Particulars on the terms set out in this Agreement. The parties agree as follows:

### 1. Definitions

In this Agreement, "Services" means the activities and deliverables described under Service/Product in the Key Particulars and the Scope set out below.

### 2. Scope of Services

Hosting of the Contract Holder's primary website including server provisioning, uptime monitoring, security patching, CMS updates, daily backups retained for 30 days, and up to 4 hours per month of content updates and technical support.

### 3. Fees and Payment

£180 per calendar month (exclusive of VAT), payable monthly in advance by bank transfer. Additional work beyond the included support hours will be billed at £60 per hour (exclusive of VAT). Invoices are due within 14 days of the invoice date. The Supplier may suspend Services for late payment after giving 5 days' written notice.

### 4. Term and Renewal

This Agreement starts on the Effective Date and continues for an initial term ending on 01 October 2026. Thereafter it renews automatically for successive 12-month periods unless either party gives at least 30 days' prior written notice to end the Agreement at the end of the then-current term.

### 5. Service Levels

The Supplier will use reasonable skill and care and target 99.9% monthly uptime for hosting. Planned maintenance will be notified at least 48 hours in advance where practicable.

### 6. Change Control

Any material changes to the Services or fees will be agreed in writing (email suffices) before work starts.

### 7. Intellectual Property

All pre-existing intellectual property of each party remains that party's property. The Contract Holder owns content it supplies. The Supplier grants a non-exclusive licence to use Supplier tools as needed to receive the Services while this Agreement is in force.

### 8. Data Protection

Each party will comply with applicable data protection law (including the UK GDPR). Where the Supplier processes personal data on behalf of the Contract Holder, the parties will enter into a data processing addendum if required.

### 9. Confidentiality

Each party will keep confidential all non-public information obtained from the other in connection with this Agreement, except as required by law or for professional advisers bound by confidentiality.

## 10. Liability

Neither party excludes liability for death or personal injury caused by negligence, fraud, or any liability that cannot be excluded by law. Subject to the foregoing, each party's aggregate liability arising out of or in connection with this Agreement will not exceed the total fees paid or payable in the 12 months preceding the claim, and neither party will be liable for indirect or consequential loss, loss of profits, or loss of data.

## 11. Termination

Either party may terminate for material breach not remedied within 14 days of notice. Upon termination, accrued fees remain payable. On request each party will return or delete the other's confidential information.

## 12. Notices

Formal notices will be sent to the addresses stated for each party above and may be delivered by hand or sent by email. Notices to the Contract Holder: alexandra.reed@example.com. Notices to the Supplier: contracts@blueoaksolutions.co.uk.

## 13. General

This Agreement constitutes the entire agreement between the parties regarding the Services and supersedes all prior discussions. No variation is effective unless in writing and signed or agreed by both parties (email suffices). If any provision is found invalid, the remainder remains in force. Neither party may assign without the other's consent, not to be unreasonably withheld.

## 14. Governing Law and Jurisdiction

This Agreement and any dispute or claim arising out of or in connection with it are governed by the laws of England and Wales and subject to the exclusive jurisdiction of the courts of England and Wales.

## Execution

Signed for and on behalf of Blue Oak Solutions Ltd.

\_\_\_\_\_  
Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signed by Alexandra Reed (Contract Holder)

\_\_\_\_\_  
Name: \_\_\_\_\_

Date: \_\_\_\_\_