

Terms of Service

Last updated: 8 October 2025

Welcome to The Venue IT Group (“we”, “us”, “our”). These Terms of Service (“Terms”) govern your access to and use of our website and services. By using our website or engaging our services, you agree to comply with these Terms. If you do not agree with these Terms, you must not use our website or services.

1. Who We Are

The Venue IT Group

Website: <https://venueitgroup.uk>

Email: hello@venueitgroup.uk

We are a Managed Service Provider specialising in IT support, networking, CCTV, connectivity, and related technology solutions for the hospitality industry.

2. Services Provided

We offer a range of IT and technology services including, but not limited to:

- Managed IT Support and Maintenance
- Network Installation and Configuration
- CCTV and Security Systems
- VoIP and Communication Solutions
- Website and Hosting Services
- Temporary Event IT, Wi-Fi & CCTV Services
- Payment Systems, Access Control, and Cybersecurity Solutions

All services are delivered under agreed terms of engagement, service level agreements (SLAs), or project contracts where applicable.

3. Use of Our Website

You agree to use our website lawfully and not to:

- Engage in any unlawful, fraudulent, or harmful activity
- Attempt to interfere with or disrupt the website’s functionality
- Copy, distribute, or reproduce any website content without permission

We reserve the right to suspend or restrict access to our website at any time for security, maintenance, or legal reasons.

4. Intellectual Property

All website content, including text, graphics, logos, and materials, are owned or licensed by The Venue IT Group and protected under UK and international intellectual property laws. You may view, download, or print website content for personal or business reference only.

You may not modify, reproduce, or redistribute any content without our prior written consent.

5. Quotes, Proposals, and Agreements

Any quotes or proposals issued by The Venue IT Group are valid for 30 days unless otherwise stated. A binding agreement is formed only when both parties have confirmed acceptance in writing (including by email). Each project or service engagement may be subject to its own contract or SLA outlining specific deliverables, payment terms, and responsibilities.

6. Payment Terms

Unless otherwise agreed in writing:

- Invoices are due within 30 days of the invoice date
- Late payments may incur statutory interest in accordance with the Late Payment of Commercial Debts (Interest) Act 1998
- We reserve the right to suspend or terminate services if payments remain overdue

Hardware, software, and third-party licensing costs may require full or partial payment upfront.

7. Client Responsibilities

Clients must:

- Provide accurate information and required access to systems, equipment, or premises
- Maintain appropriate backups unless this responsibility is explicitly covered under a managed backup service
- Use our services for lawful purposes only and comply with relevant data protection laws

We are not responsible for service interruptions caused by third-party providers, customer negligence, or misuse.

8. Data Protection and Privacy

We handle all personal information in accordance with our Privacy Policy, available at https://venueitgroup.uk/privacy_policy.pdf. By using our services, you acknowledge that you have read and agreed to our Privacy Policy.

9. Service Availability and Limitation of Liability

While we strive to maintain high service availability, we do not guarantee uninterrupted operation of our website or services. To the fullest extent permitted by law, The Venue IT Group shall not be liable for:

- Any indirect, incidental, or consequential losses
- Business interruption, loss of profits, data, or goodwill
- Any failure caused by events beyond our reasonable control (including network outages, supplier failures, or force majeure events)

Our total liability under these Terms shall not exceed the total fees paid for the affected service within the preceding 12 months.

10. Termination

Either party may terminate a service agreement with written notice in accordance with the contract or SLA terms. We may suspend or terminate access to our website or services immediately if you breach these Terms or engage in unlawful or harmful activity.

11. Third-Party Services

Some services may involve third-party products or providers (e.g., domain registration, Microsoft 365 licensing, VoIP carriers). We are not responsible for failures, downtime, or breaches caused by third-party systems but will liaise with providers on your behalf when under contract.

12. Changes to These Terms

We may update these Terms periodically to reflect legal, technical, or business changes. Updates will be posted on our website with the latest revision date shown at the top of the page. Continued use of our services constitutes acceptance of the updated Terms.

13. Governing Law

These Terms are governed by and interpreted in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

14. Contact Us

If you have any questions about these Terms, please contact:

The Venue IT Group

Email: hello@venueitgroup.co.uk

Website: <https://venueitgroup.co.uk>