

Terms & Conditions

1. Introduction

Welcome to Brazi Concierge Ltd (“Company,” “we,” “our,” “us”). By accessing or using our website, services, or any other platforms, you agree to comply with and be bound by these Terms & Conditions. If you disagree with any part of the terms, you must stop using our services immediately.

Our services include, but are not limited to:

- University Admissions Consultancy
- Rentals, Property, and Mortgage Support
- Branding and Marketing Consultancy
- General Concierge Services

These terms apply to all users of our services, including businesses and individuals.

2. Company Details

Brazi Concierge Ltd is a company registered in England and Wales.

- **Company Registration Number:** 14357470
 - **Registered Office Address:** 86-90 Paul Street, London, England, EC2A 4NE
 - **Contact Email:** team@braziconcierge.com
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3. Services

3.1 Description of Services

We provide consultancy and support services as outlined on our website. The scope of each service is agreed upon before commencing work. For bespoke services, additional terms may apply.

3.2 Service Delivery

We aim to deliver services with due care and diligence. Timelines provided are estimates and may vary depending on client cooperation and external factors.

3.3 Client Responsibilities

You agree to:

- Provide accurate and complete information as requested.

- Respond promptly to communications to avoid delays in service delivery.
 - Adhere to any payment deadlines as agreed.
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4. Payments

4.1 Fees

All fees are communicated in advance and are subject to VAT (where applicable). Full payment details will be provided in your invoice.

4.2 Payment Terms

- Payment must be made via the methods outlined in your invoice (e.g., bank transfer, PayPal).
- Full payment is required before the commencement of certain services.

4.3 Refund Policy

Refunds are issued at our sole discretion. Bespoke or consultancy services are non-refundable once delivered. If you wish to cancel a service, notify us in writing, and we will determine if a refund or credit is applicable.

5. Cancellations and Termination

5.1 Client Cancellation

Clients may cancel services by providing at least 7 business days' notice. For ongoing services, a minimum cancellation period of one month applies unless otherwise stated in your agreement.

5.2 Company Termination

We reserve the right to terminate or suspend services without notice in cases of:

- Non-payment of fees.
 - Breach of these terms.
 - Misuse of our website or services.
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6. Intellectual Property

All materials provided by Brazi Concierge Ltd, including documents, designs, and branding concepts, remain the intellectual property of the Company unless explicitly transferred to the client. Unauthorized use, reproduction, or distribution is prohibited.

7. Limitation of Liability

To the extent permitted by law:

- Brazi Concierge Ltd is not liable for indirect, consequential, or financial losses arising from the use of our services.
 - Liability for direct losses is limited to the value of the service provided.
 - We are not responsible for delays or failures caused by events outside our control (e.g., third-party systems, force majeure).
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8. Data Protection

We process your personal data in compliance with the UK GDPR and the Data Protection Act 2018. For more details, please refer to our **Privacy Policy**.

9. Use of Website

By using our website, you agree to:

- Use it solely for lawful purposes.
 - Avoid posting harmful, defamatory, or illegal content.
- We reserve the right to remove any content uploaded in breach of these terms.
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10. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

11. Amendments

We reserve the right to amend these terms at any time. Updates will be published on our website, and continued use of our services signifies acceptance of the revised terms.

12. Contact Us

If you have questions or concerns about these Terms & Conditions, contact us at:

Email: Team@braziconcierge.com **Phone:** +44 7447359195