



Tompkins Web Designs

Ongoing Website Maintenance Services Agreement

Compliant with UK Consumer Rights Act 2015, Data Protection Act 2018 & UK GDPR

PARTIES

Service Provider:

Carl Tompkins trading as Tompkins Web Designs

Email: info@tompkinswebdesigns.com | Tel: 07495 953086

Website: www.tompkinswebdesigns.com

ICO Registration Number: 00015025558

Client:

Business / Client Name:

Website URL:

Email:

Contact Number:

1. SERVICE SELECTION & PRICING

Tick the tier agreed:

BASIC MAINTENANCE – £25.00 per calendar month

- Monthly website security scan & critical security updates
- Uptime check + basic link health check
- Up to 3 small content changes per month
- Monthly brief health report via email
- Basic email support (response within 24–48 working hours)

STANDARD MAINTENANCE – £45.00 per calendar month

- Everything in Basic, plus:
- Weekly security & functionality checks
- Full software/plugin/core updates – with backup taken before any updates
- Up to 8 changes OR 1 simple new page per month
- Priority email support + limited phone support

- Full detailed monthly activity report

PREMIUM MAINTENANCE – £70.00 per calendar month

- Everything in Standard, plus:
- Twice-weekly health & security checks
- Daily automatic backups
- Unlimited reasonable content/image updates
- Up to 2 simple new pages per month
- Fast priority support + direct contact slot
- Monthly performance tweaks & improvement suggestions

Start Date:

2. TERM & PAYMENT

- Fees are payable in advance on the 1st day of each month.
- Minimum initial term: 3 calendar months. After this period, the agreement continues on a rolling month-to-month basis.
- Either party may terminate with 30 days' written notice after the minimum term is completed.
- Any work requested outside the limits of your chosen tier will be quoted separately.
- Late payments follow the same terms set out in your main Web Design Services Agreement. Work may be paused, and interest applied under the Late Payment of Commercial Debts (Interest) Act 1998.

Bank Details:

Account Name: Carl Tompkins trading as Tompkins Web Designs

Account Number: 22078559

Sort Code: 04-00-05

Reference: Use Invoice Number

3. WHAT IS EXCLUDED FROM ALL TIERS

- Full website redesigns, major layout changes or complex custom coding
- Writing new content, copywriting or SEO campaigns
- Costs for domain names, hosting, premium plugins, software licences or third-party services
- Repair of damage caused before this agreement started, or caused by unauthorised client edits/hacks
- Emergency out-of-hours or weekend support unless agreed separately

4. RESPONSIBILITIES

Tompkins Web Designs will:

- Carry out all agreed tasks with reasonable skill and care.
- Take backups before making updates where possible.
- Keep proper records of all work done.
- Treat your data confidentially in line with UK GDPR.

The Client will:

- Provide clear instructions, content and access details promptly.
- Keep your own separate full backup of your website and files.
- Pay all third-party costs such as domain, hosting and subscriptions.
- Inform us immediately if you notice any errors or issues.

5. LIABILITY & COMPLIANCE

- We take all reasonable steps to keep your site secure and available, but do not guarantee uninterrupted service 100% of the time.
- Our total liability under this agreement is limited to the total maintenance fees paid by you.
- Nothing in this agreement limits your statutory rights under UK law, or excludes liability for death, personal injury or fraud.
- This agreement sits alongside your main Web Design Services Agreement and follows the same legal rules.

6. CHANGES & CANCELLATION

- You may upgrade or downgrade your service tier at any time with written notice – changes will start from your next billing date.
- If we end the agreement, we will give 30 days' notice and hand over all access and files in good order.
- On termination, all maintenance work stops immediately and you take full responsibility for the website.

7. GOVERNING LAW

This agreement is governed by the laws of England and Wales.

SIGNATURES

By signing below, both parties confirm they have read, understood and agreed to all terms.

For Tompkins Web Designs:

Name: Carl Tompkins trading as Tompkins Web Designs

Authorised Signatory: Carl Tompkins

Signature:

Date:

For the Client:

Business / Client Name:

Authorised Signatory:

Signature:

Date: