

# Terms & Conditions for Secure Planning Advice Ltd (SPA)

## 1. Introduction

These Terms & Conditions (“Terms”) govern your use of the services and/or products provided by SPA (“we”, “us”, “our”). By purchasing from us or using our services, you agree to be bound by these Terms.

## 2. Services / Products Provided

We provide an opinion on success rates of your planning suggestions and an opinion on what might be suitable for your development potential. Full details of what is included in each service or product are outlined on our website.

Our service is our opinion only and does not constitute any form of planning consent or any related permissions.

Once our service response has been provided our service ends.

## 3. Pricing & Payment

\* All prices are listed in GBP (£) unless stated otherwise.

\* Payment is due before service.

\* We reserve the right to change pricing at any time, but confirmed orders will not be affected.

\* If other payments terms are agreed before service Late payments may incur a fee of 50% after 31 calendar days.

\* SPA may pay individuals or companies for any referrals that are received, this information comes from the information the client provides.

## 4. Booking, Orders & Cancellations

\* A booking/order is confirmed once payment is received or a written agreement is issued.

\* Cancellations must be made in writing within 48 hrs.

\* Cancellation fees:

\* Within 2 days from order: Full refund

\* 3–4 days from order: Partial refund of 50%

\* More than 5 days: No refund

\* For product orders, cancellations are only possible before dispatch, if dispatch happens within the above times no refund will be due.

## 5. Delivery of Services / Products

\* Services will normally be delivered within 3 to 5 days of payment received confirmation.

\* Faster service will normally be delivered within 1 to 2 days of payment received confirmation.

\* For physical products, delivery times are estimates and may vary.

\* We are not responsible for delays caused by third party's or circumstances beyond our control.

## 6. Client Responsibilities

You agree to:

- \* Provide accurate information needed to deliver the service
- \* Ensure you have consent to make planning enquiries
- \* Follow any further instructions or respond to any further requests for information in a timely manner
- \* The client accepts that any advice given is an opinion and does not constitute any form of planning consent or any related permissions.
- \* The client accepts that an opinion is based on planning history and policy but does not offer a definitive answer to planning questions or to the suitability of a planning proposal, idea or suggestion.
- \* The client accepts that once the service response has been provided our service ends. Unless agreed our response will be provided by email, it is the clients responsibility to provide a working and correct email address and to check their spam/Junk or any other file regularly for our response.

Failure to do so may result in delays or additional charges.

#### 7. Refunds & Returns

- \* Refunds are issued in accordance with UK consumer law.
- \* For digital products: once downloaded or accessed, refunds are not available.
- \* For physical products: items must be returned unused and in original packaging within 14 days.

#### 8. Liability

- \* We are not liable for any indirect, incidental, or consequential damages.
- \* Our total liability shall not exceed the amount paid for the service or product.
- \* Nothing in these Terms limits your statutory rights under UK law.

#### 9. Intellectual Property

All content, materials, designs, and digital products remain the intellectual property of SPA unless explicitly transferred in writing. You may not copy, reproduce, or distribute our materials without permission.

#### 10. Privacy & Data Protection

We comply with the UK GDPR and Data Protection Act 2018. Your personal information is used only for order processing, communication, and legal compliance. Our full Privacy Policy is available upon request.

#### 11. Termination

We reserve the right to terminate a service or refuse an order if:

- \* Payment is not received
- \* The client breaches these Terms
- \* The work requested is unsafe, unlawful, or unreasonable

#### 12. Changes to These Terms

We may update these Terms from time to time. The latest version will always be available on our website or provided upon request.

### 13. Governing Law

These Terms are governed by the laws of England and Wales. Any disputes will be handled by the courts of England and Wales.

### 14. Contact Information

Secure Planning Advice Ltd

Email: [info@secureplanningadvice.co.uk](mailto:info@secureplanningadvice.co.uk)

Address: 167-169 Great Portland Street, 5th Floor, London, W1W 5PF, United Kingdom