

VIP Website Subscribers Policy (the allowance)

And or those Clients part paying invoiced work (no allowance)

1. Clients part paying invoices:

- Clients of the Pubs Advisory Service Ltd are persons (or entities) who have agreed or acted upon the terms laid out in a letter of engagement. At our express discretion, and or via a written offer, are permitted to part-pay for invoiced work via the VIP £80pcm subscription payment. i.e., pay off advice or work which is charged to the client on an hourly basis, or which has a fixed fee.
- Enrolling to an £80pcm subscription payment to pay any invoiced work will entitle the client to a website subscription and access to the website resources but not any contact allowance described at point 2 of this policy.
- Clients who pay off their invoice balances with a £80pcm subscription will then roll over, that is to say, they will, unless cancelled by the client, continue to subscribe to the website under the £80pcm payment they set up and get the allowance in point 2 for as long as they continue to pay the £80pcm.

2. Monthly Limit & Frequency of contact (the allowance):

- VIP Subscribers are restricted to a total of **60 minutes** of call time or 12 emails or equivalent social media / messenger app within a single month.
- Calls should not exceed **60 minutes** in total.
- Emails should not exceed 12 in total and are assumed to be 5 minutes each in duration. Simple one-word replies are not counted e.g. ok, thanks for letting me know etc.
- WhatsApp, voicemail, voice notes and all other Messenger-type app contacts will be counted as email
- Note the monthly limit and frequency of contact (the allowance) does not apply to Clients defined in point 1. Clients have previously agreed to our hourly rate under their Letter of Engagement under which any contact is subject to invoice.

3. Replies to contact:

- Replies to contacts are usually within a working day but are not guaranteed – typical office hours, Mon-Fri, all bank holidays observed and annual leave will also be advised.
- VIP Subscribers should allow reasonable time for a response and not send repeated contact chasing an answer.

4. Abuse of the Policy:

- This is described as behaviour or action by a VIP subscriber for whom we hold no letter of engagement, that exceeds the established limits and guidelines set forth in the Policy, thereby impacting the availability and quality of service for other subscribers. Examples of abuse include but are not limited to, repeatedly exceeding the monthly limit of call

time or emails, making excessive or unreasonable demands for support, using the service for purposes other than those intended, and failing to adhere to the guidelines for response times and contact frequency. Abuse of the policy may result in restrictions, limitations, or termination of service.

5. Subscription for Breach:

- If fair use is breached, VIP Subscribers can, at our discretion, be required to become a client and agree to our Letter of Engagement and with that, be invoiced at the contracted hourly rate.

6. Applicability to Messages, Emails and Calls:

- This fair use policy applies to both messenger app type contact, emails and calls.
- Breakages, there is no rollover or carrying forward of any unused amount of Monthly Limit & Frequency of contact.
- The above policy is subject to review and update, we shall endeavour to message subscribers but policies can be found under the download section of the website <https://pubs.expert/terms>
- For any queries or feedback related to this policy, Subscribers can email us at admin@pubs.expert
- Personal information will be kept confidential and handled under our [privacy policy](#).

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