

Terms and Conditions – Accessibility Support Packages

1. Service Overview

Each Package includes a defined set of services as described on the [Web Usability website](#) or service proposal. These may include accessibility audits, reviews, helpdesk access, training, user research and strategic advice. The scope of each service is determined by the tier selected and is subject to the limits set out in the published comparison table.

2. Scope and Delivery of Services

- All activities included in each Package are scoped with clear limits (e.g. number of pages, hours, training sessions, participants).
- Services are delivered remotely unless otherwise agreed.
- Any work beyond the agreed scope (e.g. additional audits, bespoke research, extra support hours) will be quoted and invoiced separately at our standard rates.
- Client responsibilities such as providing access to systems or scheduling availability must be fulfilled in good time to avoid delivery delays.

3. Accessibility audits and reviews

- The page limits set in each tier can be spread across multiple website domains/ digital services
- All findings will be captured in a single report, even if multiple websites are tested. An extra cost will apply for additional reports.
- Reports for the annual WCAG audit are in a PowerPoint format. For the 6 monthly review, they are an Excel format. Alternative formats are available at an extra cost.

4. Use of Support Hours

- Support time (e.g. helpdesk hours) included in your Package is allocated monthly and cannot be carried over to the following month.
- Support time is measured in 15-minute increments.
- If your support needs exceed the monthly allocation, we will notify you and offer options to upgrade your package or purchase additional hours.

5. Booking and Availability

- Activities such as audits, research or training must be booked in advance.
- We recommend booking at least 4 weeks in advance to ensure preferred dates.
- Delivery times may vary depending on project complexity and team availability.
- We will always try to accommodate urgent needs but cannot guarantee availability without sufficient notice.

6. Inclusive User Research

- Where user research is included, we will recruit, screen and manage participants according to ethical guidelines.
- Participants will be compensated fairly for their time.
- Findings are shared in anonymised form and may not be shared publicly by the client without written consent.
- Research outputs are for internal use unless otherwise agreed.

7. Confidentiality and Data Protection

- We treat all client data and project information as confidential.
- User research involving personal data is conducted in accordance with GDPR.
- We will never share identifiable client or user information with third parties unless required by law or with prior written consent.

8. Payment Terms

- Monthly plans are billed in advance at the beginning of each month.
- Annual packages must be paid in full at the start of the 12-month period.
- Payment terms are 30 days from invoice date unless otherwise agreed.
- Late payments may result in paused service delivery until the account is settled.

9. Contract Duration and Cancellation

- Packages are billed on a rolling monthly or annual basis.
- You may cancel or downgrade your package with at least **30 days' written notice**. Otherwise, your membership shall automatically renew for a further 12-month period from the anniversary date.
- No refunds will be issued for unused services within the billing period.
- Web Usability reserves the right to cancel services with 30 days' notice in the event of non-payment or breach of these terms.

10. Intellectual Property

- You own all deliverables created for you as part of the package (e.g. audit reports, training materials, research findings).
- We retain the right to reuse anonymised insights, formats or frameworks developed through our work to support learning and good practice.

11. Limitations of Liability

- We provide expert advice and guidance in line with WCAG and industry best practice.
- However, we are not liable for implementation decisions, third-party actions, or legal or financial consequences arising from accessibility non-compliance.
- Our total liability is limited to the fees paid by the client in the preceding 3-month period.

12. Modifications to Terms

We may update these Terms from time to time. Clients will be notified of any material changes, and continued use of the service 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.

14. Contact Us

If you have any questions about these Terms or need help interpreting them, please contact:

Web Usability

Email: info@webusability.co.uk

Phone: 01249 444757