

More Days **Studio**

Terms and conditions

These Terms and Conditions apply to the use of the More Days Studio service when purchased through the G-Cloud 15 framework.

1. About the service

More Days Studio is a cloud-based Software as a Service (SaaS) platform providing activity planning, delivery and wellbeing support functionality for care and community settings.

The service is provided by More Days (the Supplier) to the buying organisation (the Buyer) under a G-Cloud call-off contract.

2. Service access and use

Access to the service is provided via a web browser. Users must be authenticated using individual accounts issued by the Supplier or managed by the Buyer through agreed onboarding processes.

The Buyer is responsible for ensuring that its users comply with these Terms and Conditions and use the service in accordance with applicable law and guidance.

3. Service availability and maintenance

The service is designed to be available on a continuous basis, excluding planned maintenance. Planned maintenance will be scheduled outside core UK working hours where possible and communicated in advance.

No specific percentage uptime service level is guaranteed unless explicitly agreed in writing as part of the contract.

4. Support

Standard support is included in the service and provided remotely via email during UK business hours, Monday to Friday. Support covers general enquiries, technical issues and guidance on using the service.

Enhanced support options may be agreed at additional cost where required.

5. Data protection and security

We will process Buyer data in accordance with applicable data protection legislation. Buyer data is stored and processed in the United Kingdom using secure, managed cloud infrastructure.

We implement appropriate technical and organisational measures to protect data, including access controls, encryption of data in transit and at rest, vulnerability management and incident management processes.

6. Buyer data and ownership

All Buyer data entered into or generated through the service remains the property of the Buyer.

We do not claim ownership of Buyer data and will not use Buyer data for purposes other than delivering and supporting the service, except where required by law.

7. Data access, export and deletion

At the end of the contract, our technical team can export data for buyers in commonly used formats such as CSV and PDF.

At the end of the contract, Buyer access to the service will be withdrawn following agreed notice periods. Buyer data will be securely deleted following confirmation of successful data export, in line with the Supplier's data retention and sanitisation policies.

8. Confidentiality

Each party agrees to keep confidential any information received from the other party that is marked as confidential or would reasonably be considered confidential.

This obligation does not apply to information that is already in the public domain or required to be disclosed by law.

9. Liability

Our liability is limited in accordance with the terms of the G-Cloud call-off contract and applicable law. Nothing in these Terms and Conditions limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation.

10. Termination

Either party may terminate the contract in accordance with the termination provisions set out in the G-Cloud call-off contract.

On termination, access to the service will be withdrawn and data handled in accordance with Section 7 of these Terms and Conditions.

11. Changes to the service

We may update or improve the service from time to time, provided that such changes do not materially reduce the core functionality purchased by the Buyer.

12. Governing law

These Terms and Conditions are governed by the laws of England and Wales, and the courts of England and Wales shall have exclusive jurisdiction.

Document version: 1.7

Date: 01 January 2026