Gander web

Hosting with Passion and Resilience

Registered Address

Gander web
29 Hornbeam Drive
wingerworth,
chesterfield,
Derbyshire,
S42 6FY

Service level agreement policy

This Service Level Agreement ("SLA") is made and entered into on commencement of services between Gander Web "Provider", and the "Customer".

1. Service Availability

Provider agrees to use commercially reasonable efforts to make its hosting services available to Customer at least 99% of the time. In the event that the hosting services are unavailable to Customer for more than 0.1% of any calendar month, Customer may be eligible for a credit as set forth below.

2. Credit for Downtime

If the hosting services are unavailable to Customer for more than 1% of any calendar month due to Provider's fault, Customer may be eligible for a credit equal to one day's worth of service for every hour of downtime, up to a maximum of 30 days' worth of service in any calendar month.

3. Exclusions

This SLA does not apply to downtime caused by:

a. scheduled maintenance; b. emergency maintenance; c. third-party services or software; d. Customer's equipment, software or services; e. force majeure events.

4. Customer's Responsibilities

Customer is responsible for maintaining the security and integrity of their website and data. Provider is not responsible for any damages or losses incurred as a result of Customer's failure to comply with this requirement.

5. Termination

Provider may terminate this SLA immediately if Customer breaches any of its obligations hereunder.

6. Limitation of Liability

Provider's liability under this SLA shall be limited to the fees paid by Customer for the affected hosting services during the calendar month in which the downtime occurred.

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