

Terms and Conditions



1. RSVP-Online.com is a service offered and managed by Concerto Group Ltd
2. Concerto Group Ltd is based in the United Kingdom and the service is offered in the United Kingdom and is subject to the laws of the United Kingdom.
3. RSVP-Online.com provides a data capture service ("The Service")
4. The purchaser of The Service is referred to as "The Client".
5. The Service is provided according to an agreement between The Client and RSVP-Online.com ("The Agreement")
6. The Service is provided for a set period of time limited by The Agreement.
7. The Service is chargeable and made up of a site fee ("The Site Fee"), as well as charges as agreed for additional facilities and services, and any design and/or consultancy fees as defined in The Agreement.
8. Data Protection Act
 - a. For the purposes of the Data Protection Act, RSVP-Online.com is not acting as The Data Controller. Responsibilities for data collected using the data capture service lies with The Client.
 - b. RSVP-Online.com will not use, or deliberately allow access to, data captured using The Service for any purposes by someone other than The Client, nor will the data be offered to any third party.
 - c. When The client downloads the data from The Service onto any other medium, The Client is responsible for the storage and security of the data.
 - d. Data captured will not be accessible beyond one calendar month following the expiry of The Agreement.
 - e. Data captured as part of The Service will be deleted from The Service, after one calendar month following the expiry of The Agreement.
9. The client is responsible for keeping secure, access passwords and any details supplied to them as part of The Service.
 - a. Any breaches of security and access to the data using these details is considered a security breach occasioned by The Client.
 - b. RSVP-Online.com will endeavour to change security details as soon as is reasonably possible after being informed of a possible security breach.
10. Payment Terms
 - a. Full Payment for all services is due prior to The Agreement commencing and The Site going live
11. Compensation for loss of service.
 - a. The Service provided is an online service and requires a connection to the internet by any user.
 - b. RSVP-Online.com is not responsible for the maintenance nor working of the internet, and cannot be held responsible for loss of use occasioned by either a general, or specific failure outside of the control of RSVP-Online.com.
 - c. Loss of service is restricted to loss of access to the specific site hosting The Service and caused by a failure of the software that supplies The Service.
 - d. If The Service is not available for a period of up to 8 hours following notification in writing via email support (based on the time and date of the arrival of that notification), compensation will be paid at the rate of £10 per complete 24 hours that it is not available up to a maximum of The Site Fee.
 - e. Claims must be made in writing no later than 14 days after the beginning of the loss of Service
 - f. In the event of any claim, compensation is limited to the value of The Site Fee.
12. The Client will indemnify RSVP-Online.com and its agents and service providers against any claim concerning data captured using The Service and the possible use that data has been put to.
13. RSVP-Online.com reserve the right to close access to the data capture engine, data capture site or data captured, following a complaint by any third party or organisation which shows reasonable cause for the site to be suspended or terminated.
 - a. In the event of such a termination, RSVP-Online.com shall not be obliged to offer any refunds.
 - b. RSVP-Online.com will reserve the right to charge The Client any additional fees that might be incurred as a result of such a complaint.
 - c. In the event that RSVP-Online.com or any of its agents or service providers are required to resort to legal advice in the light of any charges being brought by a third party against RSVP-Online.com as a result of The Services, or the use of The Services, or the use of the data captured by The Services, as supplied to The Client, The Client agrees to pay all such costs.