



## **Terms & Conditions**

Please read these terms of use carefully before you start to use the site. By using our site, you indicate that you accept these terms of use and that you agree to abide by them. If you do not agree to these terms of use, please refrain from using our site.

## **Reliance on Information Posted & Disclaimer**

The materials contained on our site are provided for general information purposes only and do not claim to be or constitute legal or other professional advice and shall not be relied upon as such.

We do not accept any responsibility for any loss which may arise from accessing or reliance on the information on this site and to the fullest extent permitted by English law, we exclude all liability for loss or damages direct or indirect arising from use of this site.

## **Information about us**

<http://www.this-land.co.uk> is a site operated by This Land Limited (“We”); we are a COMPANY registered in England and Wales under registration number 10237292. Our registered office is Compass House, Vision Park, Histon, Cambridge. CB24 9AD. Our VAT number is GB302 2165 61.

## **Accessing our site**

Access to our site is permitted on a temporary basis, and we reserve the right to withdraw or amend the service we provide on our site without notice (see below). We will not be liable if for any reason our site is unavailable at any time or for any period.

## **Intellectual property rights**

We are the owner or the licensee of all intellectual property rights in our site, and in the material published on it. Those works are protected by copyright laws and treaties around the world. All such rights are reserved.

You may print off one copy, and may download extracts, of any page(s) from our site for your personal reference and you may draw the attention of others within your organisation to material posted on our site.

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Our status (and that of any identified contributors) as the authors of material on our site must always be acknowledged.

You must not use any part of the materials on our site for commercial purposes without obtaining a licence to do so from us or our licensors.

If you print off, copy or download any part of our site in breach of these terms of use, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.



### **Our site changes regularly**

We aim to update our site regularly and may change the content at any time. If the need arises, we may suspend access to our site, or close it indefinitely. Any of the material on our site may be out of date at any given time, and we are under no obligation to update such material.

### **Our liability**

The material displayed on our site is provided without any guarantees, conditions or warranties as to its accuracy. To the extent permitted by law, we, and third parties connected to us hereby expressly exclude:

All conditions, warranties and other terms which might otherwise be implied by statute, common law or the law of equity.

Any liability for any direct, indirect or consequential loss or damage incurred by any user in connection with our site or in connection with the use, inability to use, or results of the use of our site, any websites linked to it and any materials posted on it, including, without limitation any liability for:

- loss of income or revenue;
- loss of business;
- loss of profits or contracts;
- loss of anticipated savings;
- loss of data;
- loss of goodwill;
- wasted management or office time; and

for any other loss or damage of any kind, however arising and whether caused by tort (including negligence), breach of contract or otherwise, even if foreseeable, provided that this condition shall not prevent claims for loss of or damage to your tangible property or any other claims for direct financial loss that are not excluded by any of the categories set out above.

This does not affect our liability for death or personal injury arising from our negligence, nor our liability for fraudulent misrepresentation or misrepresentation as to a fundamental matter, nor any other liability which cannot be excluded or limited under applicable law.

### **Information about you and your visits to our site**

We process information about you in accordance with our [Privacy Policy](#). By using our site, you consent to such processing and you warrant that all data provided by you is accurate.

### **Viruses, hacking and other offences**

You must not misuse our site by knowingly introducing viruses, trojans, worms, logic bombs or other material which is malicious or technologically harmful. You must not attempt to gain unauthorised access to our site, the server on which our site is stored or any server, computer or database



connected to our site. You must not attack our site via a denial-of-service attack or a distributed denial-of service attack.

By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our site will cease immediately.

We will not be liable for any loss or damage caused by a distributed denial-of-service attack, viruses or other technologically harmful material that may infect your computer equipment, computer programs, data or other proprietary material due to your use of our site or to your downloading of any material posted on it, or on any website linked to it.

### **Links from our site**

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. We have no control over the contents of those sites or resources, and accept no responsibility for them or for any loss or damage that may arise from your use of them. When accessing a site via our website we advise you check their terms of use and privacy policies to ensure compliance and determine how they may use your information.

### **Jurisdiction and applicable law**

The English courts will have non-exclusive jurisdiction over any claim arising from, or related to, a visit to our site.

These terms of use and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

### **Trade marks**

This Land is a UK registered trade mark with registered trade mark number UK00003258144 of This Land Limited.

### **Variations**

We may revise these terms of use at any time by amending this page. You are expected to check this page from time to time to take notice of any changes we made, as they are binding on you. Some of the provisions contained in these terms of use may also be superseded by provisions or notices published elsewhere on our site.

### **Your concerns**

If you have any concerns about material which appears on our site, please contact [hello@this-land.co.uk](mailto:hello@this-land.co.uk).

Thank you for visiting our site.

### **Complaints Procedure**



## Our commitment

We put the same high standards of care and attention into looking after our customers, business partners, suppliers and the communities where we build, as we do into building our homes.

We do appreciate that very occasionally things can go wrong and want to assure you that we take complaints very seriously.

If you do have a complaint, we ask that you let us know so that we can understand the issue, have the chance to resolve the issue and to learn from it.

## Reporting an issue

We consider ourselves to be a good company to work with and so we hope that you will never have cause to make a formal complaint. If you do, we will investigate the complaint and communicate our plan for resolution to you.

## Informal complaints

Whenever possible we will seek to resolve any issue informally by telephone/email. If that isn't possible, we will follow our formal complaints procedures.

You can do this by using our formal complaints procedure set out below.

## Formal complaints process

We have robust processes to ensure that your complaint is investigated by somebody who is best placed to deal with any issues relating to your concern.

We care about delivering high-quality experiences whether they be to customers, business partners, suppliers or the wider communities where we develop.

## Customer Care

Please address your complaint, in writing, to Customer Care, This Land, Compass House, Vision Park, Histon, Cambridge CB24 9AD.

The team will acknowledge all formal complaints within 5 working days of receipt and aim to respond fully at the earliest opportunity. The time taken will depend upon the complexity and nature of the complaint. The response will be made in writing to you based upon the issue raised.

We hope that all formal complaints can be addressed by our Customer Care team. However, if you feel your concerns have not been resolved to your satisfaction, you can refer your complaint in writing to the CEO, This Land, Compass House, Vision Park, Histon, Cambridge CB24 9AD. The response provided will explain the Company's final position in relation to the matters raised.

## Please note

If a new formal complaint is received, it will always be referred to the Customer Care team, so that it may be dealt with in accordance with this Complaints Procedure.



A DEVELOPMENT  
BUSINESS

Our Management Team reviews any formal complaint received so we can identify potential issues, with the aim of improving the service we deliver to everyone with whom we do business.