



MEMBERSHIP TERMS AND CONDITIONS

CREW FAMILY OFFICE LIMITED ("CREW FAMILY OFFICE") TERMS AND CONDITIONS

As a registered Member of Crew Family Office Limited ("Member"), you agree to abide by these Terms and Conditions, and when ordering anything from a partner of products or services (a "Partner") you agree that these Terms and Conditions shall apply to your order.

1. MEMBERSHIP RULES

- 1.1 All Membership applications are subject to verification by Crew Family Office. Crew Family Office will notify you in the event that your Membership application has been accepted.
- 1.2 You are obliged to provide correct details when you set up your Crew Family Office Membership and your failure to do so may invalidate your Membership and any subsequent transaction. Your responsibility to provide accurate information is a continuing obligation and you must notify Crew Family Office in the event that any information provided by you changes.
- 1.3 Your Membership is personal to you and is not to be used for the benefit of anyone other than yourself.

Crew Family Office reserves the right to accept commissions upon the supply of products or performance of services by any Partner.

2. MEMBERSHIP FEES, CANCELLATIONS AND RENEWALS

- 2.1 Membership fees are available to review online. We will notify you of any changes to your fees.
- 2.2 Your Membership fee is non-refundable. However, Crew Family Office may at its sole discretion elect to refund your Membership fee in whole or in part depending on the circumstances relating to the cancellation of any Membership.
- 2.3 Crew Family Office reserves the absolute right to cancel or suspend your Membership (at its sole discretion) for any reason whatsoever. If Crew Family Office cancels your Membership, Crew Family Office may (at its sole discretion) refund the balance of the annual Membership fee on a time apportionment basis in respect of the unexpired period to which the annual Membership fee relates.
- 2.4 Membership fees are payable upon creation of your Membership. Membership fees (where applicable) are payable annually in advance via PAYPAL or monthly (by prior agreement) by direct debit or standing order. These costs will be made clear to you as you join.
- 2.5 You authorise Paypal to deduct renewal Membership fees on our behalf by the original payment method on your Renewal Date. Crew Family Office does not and cannot hold your payment details. If you do not wish your membership to auto renew each year please cancel your subscription/ auto renewal via your paypal account.
- 2.6 Your Crew Family Office Membership will be active immediately after paying your Membership fee and creating a username.
- 2.7 If you are one of Crew Family Office's Ambassador Members/ introducers then your annual Membership fee will not be charged assuming you meet the terms and conditions of Ambassador/ introducer membership



REFUNDS

2.8 Refunds will be given to members who cancel their membership within 7 days of joining under the following circumstances;

You joined by mistake (CREWFO did not provide the services you expected)

You changed your mind.

If you notify us within 7 days of joining we will refund your membership fee.

After the 7 day cooling off period the Preferred membership fee is non-refundable

With all other memberships these are refundable in line with the terms below;

Upto 7 days: 100% refundable

7 days to 30 days: 75% refundable

30 days to 90 days: 50% refundable

90 days to 180 days: 25% refundable

180 days to 270 days: 10% refundable

Over 270 days: Non refundable

FAILURE TO PROVIDE SERVICE

If you feel at any time during your membership that we are not providing you with a good service, or that we are not responding to requests, or meeting your expectations please raise this with us in writing to info@crewfo.com

If we are unable to resolve the issues you have raised with us we will be happy to accept cancellation of your membership (in writing) on this basis and issue a refund for the remaining days of your membership year. Refunds of this type are provided solely at our discretion and will be reviewed on a case by case basis

3. USING YOUR MEMBERSHIP

- 3.1 Your membership gives you access to our advice and support on an on-going basis for as long as you remain a member. Crew Family Office acts as an agent or "hub" for all professional services provided by our official partners.
- 3.2 Crew Family Office will provide access to the services described on the Site. All service providers we work with are individually regulated within their specific industry and as such it is their responsibility to provide the services agreed with you.
- 3.3 Crew Family Office reserves the right to withdraw any of these Services and/or to refuse to supply the Services requested.



- 3.4 If Crew Family Office is unable to deal with any request, we will inform you as soon as possible.
- 3.5 Partners are responsible for providing you with the services, products and benefits you select. Crew Family Office will make a direct introduction to each specific partner, allowing you to deal with them directly.
- 3.6 Partners may impose their own terms and conditions and you are required to comply with these.
- 3.7 When ordering a product or service or accessing a benefit you will enter into an agreement with the supplier providing that service. They will clearly inform you of the cost of the service provided and will not embark upon provision of these services until you have agreed with their terms and conditions and quoted prices.
- 3.8 You undertake that all details you provide to us for the purpose of booking, ordering or purchasing products or services are correct.
- 3.9 Unless otherwise agreed by the Partner, you shall not be entitled to cancel any services requested where, on your instructions, work has already begun.
- 3.10 Telephone calls to Crew Family Office may be monitored or recorded for training and quality control purposes.

4. LIABILITY

- 4.1 Crew Family Office warrants to you that we shall use all reasonable endeavours to provide the Services with reasonable care and skill and, as far as reasonably possible, in accordance with your request and instructions. As Crew Family Office supplies you with services supplied by a third party, then Crew Family Office is acting as your agent in sourcing the goods or services. Crew Family Office will use reasonable care in selecting the partner and ensuring introductions are made in accordance with your wishes. For the avoidance of doubt, Crew Family Office does not and will not provide any representations or recommendations in relation to any of the information and suggestions comprised within the Services. You are deemed to be responsible for, and shall use your own skill and judgement as to, the quality, value and suitability of such information and suggestions in relation to deciding whether to enter into any contract with any third party for the supply of services or sale of goods.
- 4.2 Your contract for the purchase of products or services is made with the relevant Partner only. Crew Family Office acts as an agent for the Partner and, unless expressly provided otherwise, all your rights and remedies are against the Partner. Nothing in these Terms and Conditions is designed to give any other person any rights or remedies under the Contracts (Rights of Third Parties) Act 1999.
- 4.3 Crew Family Office will not be responsible for products and services offered by Crew Family Office as agents for the Partners or for any aspect of the relationship between you and any particular Partner. Crew Family Office will however do everything it reasonably can to assist you in any dealings you have with the Partner.
- 4.4 You agree that any contract entered into by you with any of our Partners is an independent contract. Crew Family Office hereby disclaims any and all liability for any act or omission of any Partner or any loss incurred by you as a result of any act or omission of a Partner whether or not arranged through Crew Family Office.
- 4.5 Crew Family Office accepts no liability for any losses or claims arising from any inability to access the Site or any failure to complete a transaction.
- 4.6 Save in respect of death and personal injury caused by the negligence of Crew Family Office or as expressly provided for in these Terms and Conditions, Crew Family Office shall not be liable for any loss, cost, expense or damage of any nature whatever (whether direct or indirect) resulting from the provision of the Services or your reliance upon the information and suggestions provided by Crew Family Office hereunder and the resulting supply of goods and services to you by any third party.
- 4.7 Crew Family Office shall have no liability to you for any loss, damage, costs, expenses or other claims for compensation arising from requests or instructions supplied by you which are incomplete, incorrect or inaccurate or



arising from their late arrival or non-arrival, or any other fault of you.

- 4.8 Crew Family Office shall have no liability to you for any loss, damage, costs, expenses or other claims for compensation arising from requests you place for Crew Family Office non-Members.

In addition, Crew Family Office non-Members shall have no cause of action directly, or indirectly via the Crew Family Office Member or other person(s), against Crew Family Office for any loss, damage, costs, expenses or other claims for compensation arising from requests placed for the benefit of the Crew Family Office non-Member by a Member.

- 4.9 Crew Family Office shall not be liable to you or be deemed to be in breach of these Terms and Conditions by reason of any delay in performing, or any failure to perform, any of Crew Family Office's obligations in relation to the Services, if the delay or failure was due to any cause beyond Crew Family Office's reasonable control.
- 4.10 Except in respect of death and personal injury and subject to the provisions of these Terms and Conditions, Crew Family Office's maximum liability to you for breach of any of its obligations hereunder shall be limited to the value of the annual Membership fee and the charge for the Services to be provided.
- 4.11 Crew Family Office aims to ensure that viruses (or other programs having adverse effects) do not reside on the Site, but Crew Family Office accepts no responsibility in relation to this.
- 4.12 This section applies only to the extent permitted by law.

5. APPLICABLE LAW AND JURISDICTION

- 5.1 These Terms and Conditions and your Membership with Crew Family Office are governed by the laws of England and Wales and are subject to the exclusive jurisdiction of the courts of England and Wales.
- 5.2 The provisions of the Crew Family Office Privacy Promise set out on the Site shall apply at all times.