Managed Hosting & Support Plan with Seamless Migration

Service Summary

- One-Time Migration Project:
  - Initial Investment: £195 (VAT inclusive)
  - Billing: Billed upfront to initiate the migration project.

- Recurring Hosting & Support Subscription:
  - Investment: £50 per month (VAT inclusive)
  - Billing: Billed monthly in advance. The first monthly payment is due only after the migration is complete and your website is live on our platform.

Payment Terms Note: Our standard 50% deposit model does not apply to these services. The following payment structure is required:

- The One-Time Migration Fee (from £195) is billed immediately and must be paid in full upfront to schedule the migration project.
- The Recurring Hosting Subscription (£50/month) begins billing only after the migration is complete and your site is live on our platform.

Non-Refundable Acknowledgment: The One-Time Migration Fee is allocated to immediate resource scheduling and technical assessment. Therefore, once paid, this fee is non-refundable, regardless of whether you choose to proceed with the migration. Your payment constitutes your acknowledgment and agreement to this condition. If you are unsure about this or any other term, please contact us via The Official Stalytics Intake Form before making payment.

1. Service Overview & Objective

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This document outlines a premium service package for business owners who require an existing website to be migrated to, and subsequently managed on, the Stalytics hosting platform. The service consists of two parts: a one-time Seamless Migration Project and an ongoing Managed Hosting & Support Plan.

Key Term Definitions

- "Migration Project": Refers to the one-time service of moving the Client's existing website...
- "Hosting Plan": Refers to the recurring, monthly subscription service...
- "Client's Website": Refers to the specific website...

2. Scope of Included Services

The following services are provided each month as part of this plan:

- Premium Managed Hosting: We provide a secure, high-performance cloud hosting environment specifically optimised for modern websites.
- 24/7 Uptime Monitoring: Your website will be monitored continuously. If it goes down, we will be alerted immediately and will take action to restore it.
- Managed Security: We maintain a secure server environment, with proactive monitoring to protect your site against common online threats.
- Technical Support: You get priority access to our support team for any technical queries or issues related to the hosting environment or core website functionality.
- Minor Content Updates: The plan includes up to 30 minutes of work per month for small changes like updating text or images. Unused time does not roll over. Work requested beyond this is quoted separately.

3. Onboarding & Migration Service

This service moves your existing website to our premium hosting. To ensure fair and transparent pricing, we have two different pathways depending on how your current website is built.

Pathway A: Standard Migration

- What it's for: This is for websites built with standard, open technologies, like simple HTML sites or typical WordPress blogs. Think of these like a house built with standard bricks – easy to work with.
- Standard Fee: The migration of a simple website (e.g., a brochure site with fewer than 10 pages) is a one-time fee of £195 (VAT inclusive).
- Custom Quote: If your standard website is larger or more complex (like a WordPress site with many plugins), we will provide a fair, custom quote after a brief technical review.

Pathway B: Rebuild & Migrate (For sites built on "Walled Garden" platforms)

- What it's for: This is required for websites built on platforms like Wix, Squarespace, GoDaddy Builder, Canva, etc. Think of these platforms like apartments, you can't just pick up your unit and move it. The entire structure has to be rebuilt from the ground up at the new location.
- Process: Because a direct transfer is technically impossible, this service involves our team professionally rebuilding your website from scratch as a new, modern site on our high-performance platform.
- Fee: All Rebuild & Migrate projects are priced by custom quote only, following an assessment of your existing site.

4. Out of Scope

This plan covers the hosting and technical support of your website. The following are not included but can be requested via our Ad-Hoc Hourly Support service:
- Website redesigns or new feature development.
- Content creation, copywriting, or SEO services.
- Fixing issues caused by third-party services not managed by Stalytics.

5. Agreement & Acceptance of Terms

This Project Scope & Proposal, along with the Stalytics Master Terms & Conditions, the Service Level Agreement (SLA), and the Data Processing Agreement (DPA), collectively form the entire binding contract for this service.

By checking the corresponding boxes in the Service Agreement modal prior to payment, you confirm that you are an authorised representative of the Client and that you have read, understood, and agree to be legally bound by all terms set out in this document and all policies referenced herein.

Your acceptance specifically includes the following key acknowledgements:

- Primary Agreement: You agree to the Stalytics Master Terms & Conditions, the Privacy Policy, the Service Level Agreement (SLA), and the Data Processing Agreement (DPA).
- One-Time Migration Fee: You acknowledge and agree that the upfront Migration Fee (from £195) is non-refundable once paid, as it is allocated to immediate resource scheduling and technical assessment.
- Recurring Subscription: You acknowledge and agree that the Managed Hosting & Support Plan is a recurring monthly subscription at the rate of £50 (VAT inclusive), which begins billing after the successful completion of the migration.

Your action of checking the boxes, in the window (modal), and proceeding with payment constitutes a legal and binding acceptance of this entire Agreement.

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(A signable copy can be given upon request)