Client terms

Website Glowups by Caro · Updated October 2026 *Draft for review, not legal advice*

These terms apply when you buy a website glowup or a monthly plan from me, Caro Syson, trading as Website Glowups, The Oak Tree, Hatfield, Hertfordshire (hello@websiteglowups.co.uk). "I" and "me" means Caro and "you" means you, my client. **I'm not VAT registered,** so no VAT is added to my prices.

1 Your glowup

My launch price for a website glowup is **£850.** I'll show you a preview of your new website on a call before you pay anything. To go ahead you pay 50%, and the other 50% when your site goes live. Your site is usually live within 5 working days of go ahead, as long as you send me the content and access I ask for promptly.

2 Monthly plans

Your plan starts when your site goes live and is paid monthly in advance by card through Stripe. There's no tie in: you can cancel at any time by telling me before your next payment date.

- **Essentials, £35 a month:** hosting, security and up to 30 minutes of changes a month, done within 5 working days.
- **Growth, £95 a month:** everything in Essentials, plus up to 60 minutes of changes a month done within 2 working days, a monthly content update chosen from my menu, a monthly results email, new reviews added to your site, a quarterly AI search check and a free logo tidy when you join.

Unused minutes don't roll over to the next month. If you join at my launch price, your monthly plan price stays the same for as long as you stay on that plan. Otherwise, if I change my plan prices, I'll give you at least 30 days' notice. The only thing that could ever be added is VAT, if I become VAT registered, and I'd give you at least 30 days' notice first.

3 The £150 off offer

Choose Growth and your glowup is **£700** instead of £850. In return, you agree to stay on Growth for at least 3 months. If you cancel or switch to Essentials before then, the £150 becomes payable.

4 Referrals

If someone refers you, you get **£50 off** your glowup, on top of the £150 off offer. For every client you refer whose site goes live and is fully paid, you get **1 free month** of your plan, up to 12 free months a year.

5 Build and hand over

Prefer to own it outright? For **£1,250** I'll build your new website and hand over all the files, with no monthly plan. You then host and look after it yourself. Any later changes are £25 per 30 minutes, and a small Website Glowups credit stays in the footer.

6 Extras

Extra changes	New page	Booking or enquiry form	Logo tidy	Extra content piece
£25 per 30 mins	**£95**	**£65**	**£50**	**£45**

Bigger jobs are always quoted before I start, so there are never any surprises.

7 Who owns what

Your domain name is always yours and stays in your name. I simply point it at your new website. Your content, logo and photos are yours too. While you're on a monthly plan, the design and code of your site stay mine and are licensed to you.

8 If you stop your plan

Your site stays live until the end of the month you've paid for, and then I take it offline. If you'd like to keep it, you can buy the files for **£400,** the difference between my glowup and build and hand over prices. I'll then send them to you or help move your site to a new host.

9 Your part

Please make sure the content you give me is accurate, that you have the right to use any images, logos and words you supply, and that you reply to my questions in good time so I can keep to the timescales above.

10 Late payment

If a payment is still unpaid 14 days after it's due, I may pause your website until it's paid. I'll always contact you first.

11 Liability

I'll always carry out my work with reasonable care and skill. My total liability to you is limited to the fees you've paid me in the previous 12 months, and I'm not liable for indirect losses such as lost profits.
I never promise top of Google, because rankings depend on many things outside my control. Nothing in these terms limits any liability that can't be limited by law, or your legal rights.

12 The law

These terms are governed by the law of England and Wales, and any dispute will be dealt with by the courts of England and Wales.

Thank you for choosing Website Glowups. If anything here is unclear, just ask me.