

Terms and Conditions

Last updated 22 September 2026

These terms govern use of this website and services purchased from About Partners Limited. Any signed proposal, statement of work or contract takes priority where it contains different terms.

1 About us

This website and our services are provided by About Partners Limited, trading as About Partners (we, us or our), a company registered in England and Wales under company number 12111489. Our registered address is 207 Regent Street, London W1B 3HH, United Kingdom.

2 Our services

We provide hospitality-related consulting, commercial strategy, representation and associated professional services. The specific services, fees, timescales and deliverables will be described in the relevant proposal, statement of work, booking confirmation or other written agreement.

3 Orders and payment

An order or engagement becomes binding when we confirm it in writing or accept payment. Prices will be stated in the applicable proposal, invoice or payment page and, unless otherwise stated, exclude applicable taxes and third-party expenses.

Card payments are processed securely by an authorised third-party payment provider. We do not directly store complete payment-card details.

4 Client responsibilities

Clients must provide accurate information, timely instructions and reasonable access to the people and materials required to deliver the services. We are not responsible for delays caused by incomplete or late information.

5 Intellectual property

We retain ownership of our pre-existing materials, methodologies and intellectual property. Once all applicable fees have been paid, the client may use the agreed deliverables for their intended internal business purpose, unless otherwise agreed in writing.

6 Confidentiality

Each party must protect confidential information received from the other and use it only for the agreed engagement, except where disclosure is required by law.

7 Liability

Nothing in these terms limits liability that cannot legally be limited, including liability for fraud or for death or personal injury caused by negligence.

To the extent permitted by law, we will not be liable for indirect or consequential losses, loss of profit, loss of opportunity or loss arising from decisions made using our recommendations. Our total liability relating to an engagement will not exceed the fees paid or payable for that engagement.

8 Cancellation and refunds

Cancellations and refunds are governed by our Refund and Cancellation Policy and any engagement-specific terms agreed in writing.

9 Website information

Website content is provided for general information and does not constitute legal, financial or other regulated professional advice. We may update or withdraw website content without notice.

10 Governing law

These terms are governed by the laws of England and Wales. The courts of England and Wales will have exclusive jurisdiction, unless applicable law requires otherwise.

11 Contact

Questions about these terms may be submitted through the Contact page on our website or sent by post to About Partners Limited, 207 Regent Street, London W1B 3HH, United Kingdom.