Terms of service

These terms apply to every agency using Doorstep. They are written to be read, not to be survived. Your plan band and what you pay are on your order and invoice rather than in here, so this document does not go out of date when prices change.

1. These terms

These terms form the agreement between Gridstead ("we", "us") and the letting agency named on the order or invoice ("you"). They apply when you use the appointment platform ("the service"). They apply to business customers only. Nothing in them affects the rights of any consumer.

2. The service

We provide software that arranges and records property visits, and sends messages to tenants and contractors on your behalf. A message may be sent by text message, by email or by WhatsApp, depending on the channel held for that recipient. We may improve or change the service, provided we do not materially reduce what it does during a paid month.

3. Plans, properties and fair use

Your plan is priced on the number of properties you manage on the service, and the band is shown on your order or invoice. The service will not let you add properties beyond the band you are paying for. Moving up a band takes effect straight away. Each plan also carries a monthly fair use allowance of messages. It is a backstop against unusual volume, not a budget you are expected to manage, and ordinary use of the service for the properties in your band will not reach it. A message is one text message, one email or one WhatsApp message sent on your behalf, and each counts the same whichever channel carries it. A text message is one message up to 160 characters, and a longer text counts as more than one, which is why the service keeps its texts short. Allowances run with the calendar month and unused messages do not carry over. Top-ups are bought in blocks of 150 messages at the rate shown on your plan. If your use regularly exceeds the allowance for your band, we will talk to you about moving to the right band rather than simply charging you more.

4. Fees and payment

Fees are monthly in advance and exclude VAT. Top-up blocks are invoiced in arrears. Invoices are due within 14 days. We may charge interest on late payment under the Late Payment of Commercial Debts (Interest) Act 1998. We review prices once a year and may increase them in line with the Consumer Prices Index, no more than once in any twelve months and on at least 30 days written notice. Any other change to prices is also on 30 days written notice. In either case you may cancel within that notice period if you do not accept the change.

5. Term and cancellation

The agreement runs monthly and renews automatically. Either party may end it by giving 30 days written notice, taking effect at the end of the following billing month. Fees already paid are not refundable for part months. Email is written notice for this purpose.

6. Suspension

We may suspend the service if an invoice is more than 14 days overdue, if the service is being used unlawfully, or if continued use puts our systems or other customers at risk. We will tell you first wherever it is reasonable to do so. We may suspend it immediately and without notice if it is used to send marketing, because liability for that under the Privacy and Electronic Communications Regulations falls on us as well as on you, and we will restore the service once we are satisfied it has stopped.

7. Your responsibilities

You are responsible for the accuracy of the data you enter, for telling your tenants and contractors that they will be contacted by text message, email or WhatsApp, for keeping logins private, and for making sure each person has their own login. You must tell us promptly if a login is compromised.

8. Acceptable use

The service is for arranging property visits. It must not be used to send marketing of any kind. Adding promotional content to a message makes it marketing under the Privacy and Electronic Communications Regulations, where penalties now reach £17.5 million. You must not use the service to send bulk messages, unlawful or abusive content, or messages to people who have asked not to be contacted.

9. Not for emergencies

The service is not an emergency reporting system and must not be presented to tenants as one. Gas leaks, fire, flooding, loss of power and anything presenting a risk to life or property must be reported by telephone to you or to the emergency services. You are responsible for making that clear to your tenants.

10. Message delivery

Messages are delivered by third party networks and providers, whichever channel carries them. We cannot guarantee that a message will arrive, or arrive at a particular time, and we are not liable for delays, non-delivery, or for a recipient not reading or acting on a message. Delivery to an incorrect mobile number or email address given to us by you is not our responsibility.

11. Availability and support

We will use reasonable endeavours to keep the service available, but we do not offer a guaranteed level of uptime. The service may be unavailable briefly during updates. Support is by email during UK business hours.

12. Data protection

You are the data controller for tenant, contractor and staff data. We are your processor and act on your instructions. Our data processing agreement applies and forms part of this agreement. Data is encrypted and hosted in the European Union. Our sub-processors are Render for hosting, Twilio for text message delivery and Resend for email delivery. We do not sell your data and we do not use it to train artificial intelligence models. We will notify you of a personal data breach without undue delay and within 48 hours of becoming aware of it. On termination we will delete or return your data within 30 days of your written request.

13. Confidentiality

Each party will keep the other's confidential information confidential and use it only to perform this agreement. This does not apply to information that is public, already known, or required to be disclosed by law.

14. Intellectual property

We own the software and everything in it, including its design, wording and workflow. You own your data. You may use the service for the duration of the agreement and for no other purpose. If you give us feedback we may use it without obligation to you.

15. No copying or reverse engineering

You must not copy, adapt, decompile or reverse engineer the service, or attempt to derive its source code or underlying methods, except to the extent the law says you may. You must not build or help anyone build a competing product using access we have given you.

16. Competitors

Access is for use in your own business. You must not give access to, or use the service on behalf of, anyone who provides or is developing a competing service. We may refuse or withdraw access where we reasonably believe this clause has been breached.

17. No benchmarking or publication

You must not publish reviews, comparisons, benchmarks or screenshots of the service for competitive purposes without our written consent. This does not stop you telling anyone that you use it, or discussing your own experience of it privately.

18. Liability

Nothing in these terms limits liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot lawfully be limited. Subject to that, neither party is liable for indirect or consequential loss, loss of profit, loss of business, loss of goodwill, or wasted contractor call-out fees. Our total liability in any twelve month period is limited to the fees you paid us in the twelve months before the claim.

19. Indemnity

You will indemnify us against claims arising from your unlawful use of the service, from data you enter, or from your failure to give the notices to tenants and contractors described in these terms.

20. Changes to these terms

We may change these terms on 30 days written notice. If a change materially disadvantages you, you may cancel within that period without further charge.

21. Events outside our control

Neither party is liable for failure caused by events outside its reasonable control, including network or hosting failures, industrial action, or acts of government.

22. General

Neither party may assign this agreement without the other's consent, except that we may assign it to a buyer of our business. This agreement is the entire agreement between us. It creates no partnership or agency. A person who is not a party has no rights under it. If a clause is unenforceable the rest continues to apply. Failure to enforce a term is not a waiver of it. Notices may be given by email to the addresses on the order.

23. Governing law

This agreement is governed by the laws of England and Wales, and the courts of England and Wales have exclusive jurisdiction.