

# Artist Websites & EPKs

## Terms & Conditions

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| AT A GLANCE    | The full terms below always apply                                     |
|----------------|-----------------------------------------------------------------------|
| Deposit        | 50% before design work starts                                         |
| Balance        | Due before launch and handover                                        |
| Revisions      | 2 design rounds, 1 content round and 2 EPK video edit rounds included |
| Platform costs | Domain, hosting and apps paid by you, in your name                    |
| Ownership      | You own your site and content once paid                               |

### 1. About these terms

- 1.1** These terms apply when you book website design and build, and electronic press kit (EPK) services with Pluto Music. "We", "us" and "our" means Pluto Entertainments Limited, a company registered in England and Wales (company number 00931447), registered office c/o Percy Westhead & Company, Hanover House, 30–32 Charlotte Street, Manchester M1 4FD. "You" and "your" means the person or business booking the services.
- 1.2** Please read these terms before you accept a quote. By accepting a quote or paying a deposit you agree to them.
- 1.3** If we have also signed a separate Service Agreement with you for the same project, the Service Agreement takes priority wherever the two differ. Anything specific written in your quote takes priority over these terms.
- 1.4** You can contact us at [info@plutomusic.com](mailto:info@plutomusic.com) or through [plutomusic.com](https://plutomusic.com).

### 2. Key words used in these terms

- 2.1** In these terms:
- "Quote" means the written quote, proposal or job sheet we send you describing the work, price and timings.
  - "Project" means the work described in your Quote.
  - "Deliverables" means the finished items we hand over to you at the end of the Project.
  - "Website" means the website we design and build for you, as described in the Quote.
  - "EPK" means an electronic press kit: an agreed video presentation edited for use on your website and social media, together with supporting press materials such as your biography, photos, press quotes and links, delivered as a web page and/or PDF.
  - "Platform" means the website builder or hosting service your Website runs on, such as Wix.
  - "Content" means text, images, video, audio, logos, press quotes and links that go on the Website or EPK.

- "Launch" means making the Website live on your domain.
- "Working day" means Monday to Friday, excluding bank holidays in England.

### 3. Quotes and booking

- 3.1** Our Quotes are valid for 30 days from the date they are sent unless they say otherwise.
- 3.2** A contract between us is formed when you accept the Quote in writing (email is fine) and we receive your deposit. Dates and resources are not reserved until both have happened.
- 3.3** Our prices are based on the scope described in the Quote. Work outside that scope is extra and we will tell you the cost before doing it.
- 3.4** Your Quote will set out the pages, features, Platform and timescale for your Website or EPK.

### 4. The services

- 4.1** A typical Project runs in these stages:
  - discovery: agreeing the look, structure and goals of the site;
  - design: a mock-up of the key pages, with 2 rounds of design revisions;
  - build: building the agreed design on the Platform and adding your Content;
  - review: 1 round of content and layout revisions on the built site;
  - launch and handover: connecting your domain, handing over logins, and a short walkthrough of how to update the site.
- 4.2** Where your Project includes an EPK, we will agree the content and style of the video presentation with you first, then edit it from footage we film (where included in the Quote) or footage you supply. It will be delivered in the formats and aspect ratios needed for your website and social media, with 2 rounds of edit revisions included. Changes after you approve the final edit are charged at £40 per hour.
- 4.3** Changes to the agreed design after the design stage is approved are charged at £40 per hour. New pages are charged at £75–£150 per page depending on complexity, and new features are quoted separately.
- 4.4** We will build the Website to work on current versions of major browsers and on mobile devices.
- 4.5** Ongoing updates and maintenance after Launch are not included unless the Quote includes a maintenance plan.

### 5. Your responsibilities

- 5.1** Please supply all Content within the timescale agreed in the Quote. If Content is more than 30 days late, we may pause the Project, move it back in our schedule and invoice for work completed to date.
- 5.2** You confirm that you own or have permission to use all Content you supply, including photographs (and photographer credits), artwork, press quotes, recordings, video footage and any music used in your EPK video.
- 5.3** Your domain name and Platform account should be registered in your own name. You are responsible for paying for your domain, Platform subscription, premium apps and any other third-party services directly, and for keeping them renewed.

- 5.4** You are responsible for the legal content of your Website, such as your privacy policy, cookie notices and any terms for selling merchandise or tickets. We can add standard templates if you ask, but you should check they suit your circumstances.
- 5.5** Please check the Website carefully before approving it for Launch, including spelling, links, prices and dates.

## **6. Approvals and revisions**

- 6.1** Please send consolidated written feedback within 7 days of each stage. If we don't hear from you within 21 days, we will treat that stage as approved.
- 6.2** Additional revision rounds are charged at £40 per hour or as quoted.

## **7. Fees and payment**

- 7.1** A non-refundable deposit of 50% of the Project fee is payable before design work begins.
- 7.2** The balance is due before Launch. We will hand over full admin access to your Website once all fees are paid.
- 7.3** Maintenance plans are invoiced monthly in advance and can be ended by either of us with 1 month's written notice.
- 7.4** Invoices are payable within 14 days of the invoice date, either by bank transfer to the account shown on the invoice or through our secure private online payment portal, whichever is agreed at the start of the Project.
- 7.5** We are not currently registered for VAT, so no VAT is charged on our prices. If we become VAT-registered, we will tell you and VAT will be added at the applicable rate to work invoiced after that date.
- 7.6** Third-party costs (for example domain names, platform subscriptions, premium apps or stock images) are charged in addition to our fees unless the Quote includes them. We will agree these with you in advance.
- 7.7** If a payment is late we may pause work and hold back Deliverables until it is paid. We may also charge interest on overdue amounts at 4% a year above the Bank of England base rate. If you are a business, we may instead claim statutory interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998.

## **8. Cancellation and rescheduling**

- 8.1** You can cancel the Project at any time by telling us in writing. You will pay for the work completed up to that point, and the deposit will be retained. If the value of the work done is less than the deposit, we keep only the deposit.
- 8.2** Any third-party costs we have paid on your behalf are also payable.
- 8.3** Cancellations and rescheduling requests must be made in writing to us.
- 8.4** If we have to cancel or move a booked date, we will offer you the earliest suitable alternative. If none works for you, we will refund any money you have paid for the work affected.
- 8.5** Your cooling-off right as a consumer. If you are booking as an individual for purposes outside your trade or business, and you booked without meeting us in person at our premises, you have a legal right to cancel within 14 days of the contract being formed without giving a reason. Please note:

- if you ask us to start work within those 14 days and then cancel, you must pay for the work done up to the point you told us you were cancelling;
- if the work is fully completed within those 14 days at your request, you lose the right to cancel;
- outside this right, the cancellation charges above apply.

## **9. Ownership and rights**

- 9.1** Once you have paid in full, you own the design we create for your Website or EPK and all Content you supplied.
- 9.2** Templates, fonts, apps, stock images and other third-party elements are used under their own licences, which you must keep to. Some of these licences are tied to the Platform or require a subscription.
- 9.3** Our general know-how, code snippets and design techniques remain ours and we may reuse them for other clients, but we will not reuse your Content or your distinctive custom design.

## **10. Credits and showcasing our work**

- 10.1** Where our work is released or published, you agree to credit Pluto Music (and, where relevant, the named individuals involved) in the usual way for that type of release, such as in streaming metadata, liner notes, video descriptions or end credits.
- 10.2** Once the work has been publicly released by you, we may use extracts, stills, screenshots and a description of the Project in our portfolio, showreels, website and social media. If you would prefer us not to, tell us in writing before the Project starts and we will respect that.
- 10.3** We will never release or share unreleased work without your permission.
- 10.4** We may include a small "Website by Pluto Music" credit and link in the footer of your Website. You can ask us to remove it.

## **11. Support after Launch**

- 11.1** For 14 days after Launch we will fix any faults in our work at no charge. This does not cover changes you or others make, new content, or problems caused by the Platform or third-party apps.
- 11.2** We will delete any logins you shared with us when the Project ends, and we recommend you change your passwords.

## **12. Our responsibility to you**

- 12.1** We will carry out the services with every possible and reasonable care and skill, using appropriately experienced people.
- 12.2** Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for anything else that cannot legally be limited. If you are a consumer, nothing in these terms affects your statutory rights.
- 12.3** We are not responsible for outages, data loss, security breaches, price changes or feature changes by the Platform, domain registrar or any third-party app.
- 12.4** We cannot guarantee search engine rankings, traffic or sales from your Website.

- 12.5** If you are a business, we are not responsible for loss of profit, revenue, business, opportunity or goodwill, or for any indirect or consequential loss.
- 12.6** If you are a consumer, we are responsible for loss you suffer that is a foreseeable result of our breaking these terms or failing to use the care and skill described above, but we only supply our services for private use and are not responsible for business losses.
- 12.7** Subject to the above, our total liability to you in connection with a Project is limited to the total fees you have paid or are due to pay for that Project.

### **13. Confidentiality and your personal data**

- 13.1** We will keep your unreleased material, plans and business information confidential and only share them with team members and freelancers who need them to do the work. They are bound by the same duty of confidence.
- 13.2** You agree to keep our pricing, proposals and internal methods confidential.
- 13.3** We handle personal data in line with UK data protection law and our privacy policy, published at [plutomusic.com/privacy](https://plutomusic.com/privacy).

### **14. Events outside our control**

- 14.1** Neither of us is responsible for delay or failure caused by events outside our reasonable control, such as illness of key personnel, severe weather, power or equipment failure we could not reasonably prevent, travel disruption or government restrictions. If this happens, we will tell each other as soon as possible and agree new dates. If the delay lasts more than 60 days, either of us may end the contract and you will pay only for work completed.

### **15. Ending the contract**

- 15.1** Either of us may end the contract by written notice if the other seriously breaks these terms and does not put it right within 14 days of being asked to.
- 15.2** We may end the contract if you behave abusively or unsafely towards our team or premises.
- 15.3** If the contract ends for any reason, you must pay for work done and costs committed up to the date it ends. Clauses about ownership, payment, confidentiality and liability continue to apply.

### **16. General**

- 16.1** We may update these terms from time to time. The version in force when you accepted your Quote applies to your Project.
- 16.2** You may not transfer your rights under the contract to anyone else without our written agreement. We may use trusted freelancers to carry out parts of the work, but we remain responsible for it.
- 16.3** If any part of these terms is found to be unenforceable, the rest remains in effect. If we do not enforce a right straight away, we can still enforce it later.
- 16.4** Nobody other than you and us has any right to enforce these terms.
- 16.5** These terms are governed by the law of England and Wales and the courts of England and Wales have jurisdiction. If you are a consumer living in Scotland or Northern Ireland, you may also bring proceedings in your local courts.