Net Zero Gap Analysis Review Session – Terms

Hut22 Ltd

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1. **What's included.** A 60-minute online session with Kev Couling of Hut22 Ltd, delivered via Microsoft Teams. It covers expert review of your completed Net Zero Gap Analysis, interpretation of your results, and identification of your priority gaps. You'll receive access to the Gap Analysis tool and a short, written report within 5 working days of the session.
2. **Price and payment.** £195 + VAT, payable in advance. You can pay online by card or ask for an invoice. Invoices are payable within 14 days. We'll send the tool and your booking link once payment is received.
3. **Before your session.** Please submit your completed Gap Analysis at least 3 working days before your session. If it hasn't arrived by then, we may reschedule so the session can deliver full value.
4. **Booking window.** Your session must be booked and held within 3 months of payment. After that, the booking lapses and no refund is due, unless we agree otherwise in writing.
5. **Rescheduling.** You can reschedule free of charge once, with at least 48 hours' notice, using the link in your booking confirmation.
6. **Cancellation and refunds.** You'll get a full refund if you cancel before booking a session, or with at least 48 hours' notice before a booked session. Cancellations with less than 48 hours' notice, and missed sessions, aren't refundable, although we may offer rebooking at our discretion.
7. **If we need to cancel.** If Hut22 has to cancel, we'll offer a new date or a full refund, whichever you prefer.
8. **Use of the tool.** The Gap Analysis tool is licensed for internal use by your organisation only. Please don't share, publish or redistribute it.
9. **Scope of advice.** The session and report are based on the information you provide. They identify gaps and priorities, not a full carbon assessment or a detailed implementation plan. Hut22's total liability is limited to the fee paid.
10. **Your information.** We'll treat your information as confidential and handle it in line with our Privacy Notice.
11. **Governing law.** These terms are governed by the law of England and Wales.

12. **Carbon+Alt+Delete credit.** If you sign up for a Carbon+Alt+Delete licence through Hut22 within 60 days of your session, we'll deduct the session fee from your first-year licence fee.
