

# WE MOVE

## VIP CONCIERGE

### Terms & Conditions

Last updated: 19, February 2026

These Terms and Conditions (“Terms”) govern your use of the We Move Vip Concierge website and services. By accessing our website or engaging our services, you agree to be bound by these Terms.

If you do not agree with any part of these Terms, you must not use our website or services.

### 1. About Us

We Move Vip Concierge

(“We,” “Us,” “Our”)

Operating under the trading name We Move Vip Concierge LTD

Suite RA01, 195-197 Wood Street, London, E17 3NU

info@wemovevipconcierge.com

### 2. Our Services

We Move Vip Concierge provides bespoke lifestyle, travel, logistics, and personal support services, which may include but are not limited to:

- Flights, trains, and ground transportation
- Hotel and accommodation management
- Itinerary planning and scheduling
- Security planning
- Event, tour, and travel logistics
- Guest lists, access coordination, and venue liaison
- Pop-ups, brand activations, gifting and private experiences

All services are provided on a best endeavours basis and are subject to availability.

### 3. Eligibility

You must be at least 18 years old to use our services.

By engaging We Move Vip Concierge, you confirm that:

- You have legal capacity to enter into a binding agreement
- Any information you provide is accurate and complete

### 4. Bookings & Instructions

4.1 All requests must be submitted clearly and accurately.

4.2 We rely entirely on the information provided by you and are not responsible for errors resulting from incorrect or incomplete instructions.

4.3 We reserve the right to decline any request at our discretion.

### 5. Third Party Suppliers

5.1 We act as an intermediary between you and third party providers (including airlines, hotels, transport operators, venues, and security firms).

5.2 Contracts for third party services are formed directly between you and the supplier, not We Move Concierge.

5.3 We are not responsible for the acts, omissions, delays, cancellations, or failures of third party providers.

# WE MOVE

## VIP CONCIERGE

### 6. Fees & Payment

6.1 Fees will be agreed in advance, either:

- Per service
- On a retainer basis
- Via written quotation

6.2 Full or partial payment may be required before services commence.

6.3 All payments are non-refundable unless otherwise agreed in writing.

6.4 Late payments may result in suspension or cancellation of services.

### 7. Cancellations & Changes

7.1 Any cancellation or change request must be made in writing.

7.2 Cancellation fees may apply depending on third party supplier terms.

7.3 We are not responsible for refunds refused by third party suppliers.

### 8. No Guarantees

8.1 We do not guarantee:

- Availability of flights, hotels, venues, or access
- Entry to private or invitation only events
- Outcomes dependent on third parties

8.2 All services are provided with discretion and best efforts only.

### 9. Liability

9.1 To the maximum extent permitted by law, We Move Vip Concierge shall not be liable for:

- Indirect or consequential losses
- Loss of profit, reputation, or opportunity
- Travel delays, cancellations, or disruptions
- Injury, loss, or damage caused by third parties

9.2 Our total liability shall not exceed the total fees paid to us for the relevant service.

9.3 Nothing in these Terms limits liability for:

- Death or personal injury caused by negligence
- Fraud or fraudulent misrepresentation

### 10. Force Majeure

We shall not be liable for failure or delay caused by events beyond our reasonable control, including but not limited to:

- Acts of God
- Weather events
- Strikes
- Political unrest
- Pandemics
- Transport disruptions

### 11. Confidentiality & Discretion

# WE MOVE

## VIP CONCIERGE

11.1 We operate with strict discretion.

11.2 Any personal or sensitive information shared with us will be handled confidentially, subject to our Privacy Policy.

11.3 We may disclose information only where required by law.

### 12. Intellectual Property

All content on this website, including text, branding, logos, and materials, is the intellectual property of We Move Vip Concierge and may not be reproduced without written permission.

### 13. Website Use

You agree not to:

- Misuse the website
- Attempt unauthorised access
- Use content for commercial purposes without permission

We reserve the right to suspend or restrict access to the website at any time.

### 14. Termination

We may terminate or suspend services immediately if:

- These Terms are breached
- Payment is not received
- We reasonably believe continued service poses a risk

Termination does not affect outstanding payment obligations.

### 15. Amendments

We reserve the right to update these Terms at any time.

The latest version will always be available on our website.

### 16. Governing Law & Jurisdiction

These Terms shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

### 17. Contact

For questions regarding these Terms, please contact:

[info@wemovevipconcierge.com](mailto:info@wemovevipconcierge.com)