

Terms and Conditions

Please read the terms and conditions carefully. This forms the contract between the customer and our company and in the event of a conflict, these terms and conditions shall prevail.

Software Purchase Terms and Conditions

- 1 Orders are subject to an initial 3 year minimum contract term for Annual Support and Maintenance. After year 3 the contract will automatically renew annually, unless cancelled in writing. Cancellations require six months' notice.
 - 2 Support and Maintenance Fees are reviewed annually and will change over the contract term; these will be charged in advance for period to 31st March annually. The initial period commences upon the installation and setup.
 - 3 Fees shall be applicable and charged from the initial scheduled go-live date, irrespective of any subsequent modifications.
 - 4 If the customer elects to cease use of the software within the minimum term, the minimum terms fees must still be paid.
 - 5 A cancellation fee of £100 is applicable upon cessation for read only access.
 - 6 Software Purchases are subject to the use of the software as per the End User License Agreement, which is available upon software installation, or upon request.
 - 7 Support and Maintenance services are provided subject to the Terms and Conditions of the Support and Maintenance Agreement available in the Customer Support Portal or available upon request.
 - 8 We recommend you have an online demonstration of the software prior to purchase to ensure you are content the software meets your needs. Once installed and setup any fees due or paid are non-cancellable and non-refundable.
 - 9 We do not offer our software without a support and maintenance contract. If this is ceased and a client then wishes to re-instate they may either pay the equivalent of the missing years support or purchase the software again whichever is most cost effective.
 - 10 It is the responsibility of the Customer to ensure that all necessary equipment, documentation, and other resources required for the delivery of the agreed Software /and/or Professional services are provided within 5 business days from initial request.
 - 11 It is the responsibility of the Council to back up the software and email the back up on a monthly basis where the data bank service is activated. No reminders are issued.
 - Points 12:13:14:15 apply to only those customers who have taken the Allotment Inspections Feature:
 - 12 Bbits is responsible for the delivery and maintenance of the Mobile Inspections App Service which is charged at £150 a year. Bbits terms and conditions will apply. If you require a demonstration of the mobile App contact them via email at info@bbits.co.uk.
 - 13 Rialtas are providing the following aspects of the Allotments solution:
 - a. Ability to import the Mobile Inspections App data.
 - b. Ability to view the photographs captured by the Mobile App.
 - c. Ability to provide an export of Plots and Conditions to enable BBits to configure the App with relevant information for the customer.
 - 14 BBits are providing the following aspects of the solution, their terms and conditions will apply, and you should contact them if you have any queries.
 - a. Ability to import the Mobile Inspections App data.
 - b. Ability to view the photographs captured by the Mobile App.
 - c. Ability to provide an export of Plots and Conditions to enable BBits to configure the App with relevant information for the customer.
 - d. Mobile Inspections App User Support
 - 15 Rialtas and BBits are each responsible for their respective aspects of the solution. The customer understands and will contact the relevant company related to the functionality.
- Tick if you do not consent to receiving marketing emails from Rialtas including promotions, updates about our products and services, and for the council to be included in our social media, marketing, and literature.