

Terms & Conditions



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PROPERTY CERTIFICATION TERMS AND CONDITIONS

Version 1.0

These Terms and Conditions ("Terms") govern the certification of properties under the Remote Work Ready (RWR) programme and the use of associated certification marks.

Please read these Terms carefully before you start to use the website or proceed with Certification. By progressing with the Certification you accept and agree to be bound and abide by these Terms and any other terms incorporated herein by reference. If you do not want to agree to these Terms you must not proceed with Certification.

1. Parties

These Terms constitute a legally binding agreement between:

1. **Remote Work Ready (RWR) Limited**, a company incorporated in England and Wales (the "Company", "RWR", "we", "us", or "our"); and
2. The **individual** or **legal entity** applying for certification of a property (the "Property Owner", "Applicant", or "you").

2. Definitions

"Badge" means the RWR certification mark, logo, score indicator, and any associated visual assets.

"Certification" means the designation that a property has met the RWR Standard following assessment.

"Evidence" means all materials submitted to support certification, including

video, photographs, test results, and written information.

“Law” means any applicable statute, statutory provision, regulation, directive, ordinance, rule, subordinate legislation, or other legislative measure having the force of law, together with any applicable judgments, court orders, common law principles, regulatory requirements, or codes of practice issued by a competent authority, in each case as amended, extended, re-enacted, or replaced from time to time, and including (where applicable) retained EU law and directly applicable European Union legislation.

“Property” means the accommodation submitted for assessment.

“RWR Standard” means the methodology, criteria, scoring framework, and procedures published by RWR from time to time.

3. Scope of Certification

3.1 Certification, and receipt of the Badge, confirms that the Property met the RWR Standard at the time of assessment based on the available evidence.

3.2 Certification does not constitute:

- A guarantee of performance
- A warranty of suitability for any particular purpose
- An endorsement of the Property as accommodation generally
- A guarantee of uninterrupted internet, utilities, or environmental conditions

3.3 Certification relates solely to remote work readiness as defined by the RWR Standard.

4. Application and Evidence Submission

4.1 The Property Owner must provide accurate, complete, and current Evidence.

4.2 Evidence may include:

- Video walkthroughs
- Photographic documentation
- Connectivity test results
- Environmental information
- Supporting documentation

4.3 We may request additional information or clarification and may require on site visitation in certain circumstances. If these circumstances arise, we will give the

Property Owner sufficient notice and work with you to organise a date and time that is most convenient.

4.4 Submission of an application does not guarantee certification. It is important that as much detail is provided to us as possible in order to determine possible certification.

5. Assessment and Verification

5.1 Certification decisions are made at RWR's sole discretion based on the RWR Standard.

5.2 RWR may verify Evidence through:

- Additional documentation requests
- Live virtual inspection
- Independent review
- On-site inspection

5.3 The Property Owner shall cooperate reasonably with verification requests.

6. Certification Period

6.1 Certification is valid for twelve (12) months from the date of issuance unless earlier suspended or revoked.

6.2 Certification reflects conditions at the time of assessment only.

7. Renewal and Reassessment

7.1 Continued certification requires renewal prior to expiry.

7.2 RWR may require interim review, including approximately six (6) months after certification.

7.3 Renewal may involve submission of updated Evidence or full reassessment.

7.4 Certification automatically lapses if renewal is not completed.

8. Obligation to Notify Material Changes

8.1 The Property Owner must promptly notify the Company of any material change affecting compliance, including:

- Internet service or equipment changes
- Renovations or layout changes
- Noise environment changes
- Utility reliability changes
- Access or privacy alterations
- Any condition affecting work suitability

8.2 RWR may suspend certification pending review.

9. Accuracy of Information

9.1 The Property Owner warrants that all submitted Evidence is truthful and not misleading.

9.2 The Company reserves the right to refuse, suspend, or revoke the Certification if information is inaccurate, incomplete, misleading or deceptive.

10. Revocation or Suspension

10.1 RWR may suspend or revoke certification at any time if:

- The Property no longer meets the Standard;
- Material changes are not disclosed;
- Evidence is inaccurate or misleading;
- Certification is used improperly;
- Renewal requirements are not met; or
- Complaints or investigations indicate non-compliance.

10.2 Revocation may occur with or without prior notice where necessary to protect the integrity of the certification program.

10.3 Where revocation occurs for any of the above reasons, you will not be entitled to a refund of your certification fee or any subscription payments up until the date of revocation.

11. Effect of Expiration or Revocation

Upon termination of certification:

- The Property must not be represented as certified;
- All references to certification must be removed; and
- Use of the Badge must cease immediately.

12. Licence to Use the Certification Badge

12.1 The Badge and all related intellectual property remain the exclusive property of the Company.

12.2 The Company grants a limited, non-exclusive, non-transferable, revocable licence to display the Badge solely:

- During valid certification;
- In approved formats; and
- In connection with the certified Property only.

12.3 The Badge may not be:

- Altered or modified;
- Used for uncertified properties;
- Used in a misleading manner; or
- Sub-licensed or transferred.

12.3 The Company reserves the right to seek relief in the event that the Badge holder uses the Badge in a way contrary to this section 12.

13. Termination of Licence

13.1 The licence automatically terminates upon expiration, suspension, or revocation of certification.

13.2 Continued use thereafter constitutes unauthorised use of RWR intellectual property.

14. Fees

14.1 Certification fees (if applicable) will be specified separately.

14.2 Our fees are made up of two base payments. A single fee paid upfront for the verification process and certification should you be successful. A second fee is payable via monthly subscription to licence the Badge.

14.2 Fees are non-refundable except where required by Law.

15. Limitation of Liability

15.1 To the fullest extent permitted by law, the Company shall not be liable for any

indirect, consequential, or economic loss, including loss of profits, income, business, or opportunity.

15.2 Certification is not a guarantee of performance or suitability.

15.3 The Company is not responsible for failures arising from:

- Third-party service providers;
- Utility disruptions;
- Environmental conditions;
- Occupant behaviour;
- Property changes; or
- Events outside RWR's control.

15.4 Where liability cannot be excluded, the Company's total liability shall not exceed the fees paid for the certification.

16. No Reliance

Certification is provided for general informational purposes only. Property Owners and occupants remain responsible for assessing suitability for their specific needs.

17. Indemnity

The Property Owner shall indemnify the Company against claims arising from:

- Inaccurate information supplied;
- Misuse of certification;
- Breach of these Terms; and
- Inaccurate representations made about the Property.

18. Data Protection

RWR will process personal data in accordance with applicable UK and EU data protection laws, including the UK GDPR and EU GDPR where applicable.

19. Intellectual Property

19.1 All intellectual property rights in the RWR Standard, methodology, Badge, and related materials belong to RWR.

19.2 No rights are transferred except as expressly licensed.

20. Changes to the Standard

RWR may update the RWR Standard from time to time. Certification does not guarantee compliance with future versions.

21. Force Majeure

RWR shall not be liable for failure to perform obligations due to events beyond reasonable control, including natural disasters, infrastructure failures, or governmental actions.

22. Entire Agreement

These Terms constitute the entire agreement relating to certification of the Property.

23. Severability

If any provision is held invalid, the remaining provisions shall remain in force.

24. Governing Law and Jurisdiction

These Terms and any dispute arising from them shall be governed by the laws of England and Wales.

The courts of England and Wales shall have exclusive jurisdiction.

25. Acceptance

Submission of an application or use of the certification constitutes acceptance of these Terms.

