



TERMS OF SERVICE

Updated: 25 March 2026

This document sets out the terms of service of Quarterdeck Life Ltd (“Quarterdeck”, “QD”, “we”, “us” and “our”), a company incorporated and registered in England and Wales with company number 08712742 and registered office at Zeeta House, 200 Upper Richmond Road, Putney, London, United Kingdom, SW15 2SH.

These Terms apply to your access to and use of quarterdeck.co (the “Site”), any related mobile or downloadable applications (the “App”), and the content, features and services made available by QD through them (together, the “Services”).

By accessing or using the Services, you agree to be bound by these Terms. If you do not agree to these Terms, you must not use the Services.

If you have any questions about these Terms, you may contact us at info@quarterdeck.co.

1. Other terms that may apply

The following additional terms may apply to your use of the Services and form part of your agreement with us:

- **Booking Terms** (also called “Booking Terms and Conditions”): apply when you make a booking, purchase, pay a deposit, or otherwise enter into a transaction through or in connection with the Services.
- **Crew Hire / Staff Booking Terms**: apply when you request, confirm, pay for, or otherwise proceed with the hire, placement, engagement, or booking of any crew member, staff member, contractor, or other service provider through or in connection with the Services.
- **Privacy Policy**: explains how we collect, use, and process personal data.
- **Cookie Policy**: explains how we use cookies and similar technologies.

If these Terms conflict with the Booking Terms or any Crew Hire / Staff Booking Terms for a specific booking, hire, placement, or transaction, those terms will take precedence for that specific booking, hire, placement, or transaction.

2. Eligibility

You must be at least 18 years old, or the age of legal majority in your country of residence if higher, to make a booking unless QD expressly permits otherwise.

If a participant is under 18 years old, or under the age of legal majority in their country of residence if higher, the booking must be made by a parent or legal guardian and



participation shall be subject to any additional consent, medical, safeguarding, supervision or other requirements notified by QD from time to time.

QD reserves the right to restrict or refuse access to, booking for, or participation in any Service, Course, listing, request, or transaction where the applicable age, consent, or supervision requirements are not met.

3. Access to the Services

You are responsible for ensuring that all persons who access the Services through your internet connection, device, account, or login details are aware of these Terms and comply with them.

QD may make all or any part of the Services available only to registered users, account holders, approved applicants, clients, staff, contractors, or other authorised users.

QD reserves the right to suspend, withdraw, discontinue, or restrict access to all or any part of the Services at any time where reasonably necessary for security, maintenance, legal or regulatory compliance, safeguarding, operational reasons, or where you have breached these Terms.

QD does not guarantee that the Services, or any part of them, will always be available, uninterrupted, secure, or free from errors or omissions.

4. Accounts

If you create an account to access or use any part of the Services, you must ensure that all information you provide to QD is accurate, complete, and kept up to date at all times.

If you create or maintain a profile, application, listing, availability record, biography, qualification record, pricing indication, image, or any other information through the Services, you are responsible for ensuring that such information is accurate, not misleading, and updated promptly whenever it changes.

You are responsible for keeping your login details, password, and any other account credentials confidential, and for all activity carried out through your account, except to the extent caused by our failure to maintain appropriate security.

You must notify QD as soon as reasonably possible if you become aware of or suspect any unauthorised access to, use of, or activity on your account.

Where the Services allow you to submit information for possible staff listing, public profile display, crew availability, or placement consideration, submission of that information does not guarantee approval, publication, listing, placement, or work.



QD may review, verify, amend, refuse, remove, suspend, restrict, or disable any account, profile, application, or listing at any time where QD reasonably considers this necessary for security, maintenance, safeguarding, quality control, legal or regulatory compliance, operational reasons, or where you have breached these Terms.

5. Our Content and Intellectual Property

All intellectual property rights in the Services and in all content, materials, data, information, designs, software, branding, profiles, images, text, graphics, video, audio, ratings, availability information, and other materials made available through the Services (together, the “Content”) are owned by or licensed to QD.

You may access and use the Services and the Content only for your own personal or internal business use in connection with the legitimate use of the Services.

You must not, without QD’s prior written consent or unless permitted by law:

- copy, reproduce, republish, upload, post, transmit, distribute, scrape, extract, download, adapt, modify, reverse engineer, or create derivative works from the Services or any Content;
- use any Content for commercial exploitation, competitive analysis, training datasets, automated extraction, or any purpose unrelated to the legitimate use of the Services;
- copy, reuse, republish, or circulate any staff profile, listing, biography, image, rating, availability information, qualification data, or other profile-related Content made available through the Services; or
- remove, obscure, or alter any copyright, trade mark, watermark, or other proprietary notice appearing on or in the Services or the Content.

Nothing in these Terms transfers any intellectual property rights in the Services or the Content to you.

6. Acceptable Use

You must not use the Services:

- in any unlawful, fraudulent, misleading, abusive, or harmful way;
- to harass, abuse, defame, threaten, discriminate against, or otherwise violate the rights of any person, including privacy rights;
- to impersonate any person or entity, misrepresent your identity, status, qualifications, or affiliation, or submit false, inaccurate, or misleading information;



- to interfere with, damage, disable, overburden, disrupt, or compromise the Services or any network, system, server, account, or data connected with them;
- to gain or attempt to gain unauthorised access to any part of the Services, to any user account, or to any systems, data, or information connected with the Services;
- to introduce any virus, malware, trojan, worm, spyware, ransomware, or other harmful code or material;
- to contact, solicit, recruit, engage, or attempt to engage any listed crew member, staff member, contractor, or other service provider other than through QD, where that introduction, listing, or profile was made available through the Services; or
- to circumvent, bypass, undermine, or avoid QD in connection with any introduction, request, placement, proposed booking, or engagement initiated through the Services.

7. Linking to the Site and Third-Party Links

You may link to the Site or the Services only in a fair and lawful way which does not damage QD's reputation, take unfair advantage of it, or suggest any form of association, approval, or endorsement by QD where none exists.

You must not establish a link in such a way as to frame, mirror, or replicate any part of the Services without QD's prior written consent.

QD reserves the right to withdraw linking permission at any time without notice.

The Services may contain links to third-party websites, resources, content, products, or services. Such links are provided for convenience only.

QD does not control and is not responsible for any third-party websites, resources, content, products, or services, and inclusion of a link does not imply any endorsement, approval, or recommendation by QD.

If you access or use any third-party website or resource, you do so at your own risk and subject to the terms and policies of that third party.

8. Information on the Services

QD uses reasonable efforts to keep information on the Services accurate and up to date, but the Services and any Content may be incomplete, out of date, or contain errors or omissions.

Unless expressly stated otherwise, the Services and the Content are provided for general information only and do not constitute advice, recommendation, or a binding offer.



Prices, availability, itineraries, listings, profile information, and other booking- or service-related information may change at any time. You must confirm the details and price applicable to your booking, request, or transaction at the relevant time. Booking-specific rules, including cancellations and refunds, are governed by the applicable Booking Terms and/or Crew Hire / Staff Booking Terms.

9. Staff Listings and Crew Requests

The Services may allow you to browse profiles of available crew members, staff, contractors, or other service providers ("Listed Staff"), submit requests for staff, and make enquiries about availability, suitability, or pricing.

Any staff profile, listing, availability window, role description, pricing indication, rating, qualification, language ability, location, image, biography, or other profile information made available through the Services is provided for general information only. Such information may change at any time and does not constitute a binding offer, guarantee of availability, guarantee of suitability, or commitment by QD to provide or secure any particular individual.

Submission of a request through the Services is free of charge unless expressly stated otherwise, but it does not create a booking, contract, employment relationship, or any other binding commitment between you, QD, or any Listed Staff.

A booking, hire, or placement will only be secured if and when QD expressly confirms it and any applicable payment requirements have been satisfied in full or as otherwise required under the relevant Booking Terms and/or Crew Hire / Staff Booking Terms.

If the specific Listed Staff you request is unavailable, unsuitable, or no longer listed, QD may, but is not obliged to, recommend a substitute or alternative candidate.

You must not use the Services or any profile information made available through them to contact, solicit, recruit, engage, or attempt to engage any Listed Staff other than through QD.

You must not circumvent, bypass, undermine, or avoid QD in connection with any introduction, listing, enquiry, request, proposed engagement, booking, or placement initiated through the Services.

QD reserves the right to remove, amend, suspend, or restrict access to any staff listing, profile, role category, pricing indication, or request function at any time for operational, legal, commercial, safety, safeguarding, or compliance reasons.

Any future booking, hire, placement, or engagement of Listed Staff is subject to separate Booking Terms and/or Crew Hire / Staff Booking Terms, which will be provided or made available at the relevant stage.



10. Availability, Security and Changes

QD does not guarantee that the Services, or any part of them, will always be available, uninterrupted, timely, secure, or free from errors or omissions.

QD may suspend, withdraw, restrict, discontinue, or change all or any part of the Services at any time where reasonably necessary for maintenance, updates, security, legal or regulatory compliance, safeguarding, operational reasons, or service improvement.

QD may also make changes to these Terms from time to time. Where QD does so, QD will update the “Updated” or “Last updated” date shown on the relevant page. If any change materially affects your rights or obligations, QD will use reasonable endeavours to notify you.

Your continued use of the Services after any updated Terms come into effect constitutes your acceptance of those updated Terms.

11. Disclaimers

To the maximum extent permitted by law, the Services and all Content are provided on an “as is” and “as available” basis.

QD does not give any express or implied warranty, representation, or guarantee that the Services or any Content will be uninterrupted, secure, error-free, accurate, complete, current, suitable for your purposes, or available at any particular time.

You are responsible for deciding whether the Services, any Content, and any information made available through them are suitable for your needs.

Nothing in these Terms excludes or limits any rights you may have under applicable law, including any statutory rights which cannot lawfully be excluded or restricted.

12. Limitation of Liability

Nothing in these Terms excludes or limits QD’s liability for:

- death or personal injury caused by QD’s negligence;
- fraud or fraudulent misrepresentation; or
- any other liability which cannot lawfully be excluded or limited.

Subject to the above, and to the maximum extent permitted by law, QD shall not be liable for:

- any indirect, consequential, incidental, or special loss or damage;
- any loss of profit, revenue, business, contracts, goodwill, opportunity, anticipated savings, or reputation;
- any loss of or corruption to data; or



- any loss arising out of or in connection with your use of, inability to use, or reliance on the Services or any Content.

If you use the Services for business purposes, QD shall not be liable for any business loss of any kind.

Where QD is liable to you, QD's liability shall be limited to losses which were reasonably foreseeable at the time you accepted these Terms.

13. Indemnity

If you use the Services in breach of these Terms, or if you use the Services for business purposes, you shall indemnify and keep indemnified QD against all losses, liabilities, damages, costs, expenses, and claims (including reasonable legal and professional costs) suffered or incurred by QD arising out of or in connection with:

- your breach of these Terms;
- your misuse of the Services;
- any content, information, or material submitted, uploaded, or provided by you through the Services; or
- any claim brought by a third party arising from your acts or omissions in connection with the Services.

14. Suspension and Termination

QD may suspend, restrict, or terminate your access to all or any part of the Services, and/or suspend, restrict, or terminate any account, profile, listing, or request submitted by you, at any time where QD reasonably considers this necessary:

- because you have breached these Terms;
- to protect the security, integrity, or operation of the Services;
- for legal, regulatory, safeguarding, or compliance reasons; or
- where your use of the Services otherwise poses a risk to QD, any user, any Listed Staff, or any third party.

Suspension or termination under this clause does not affect any rights, remedies, obligations, or liabilities accrued before the date of suspension or termination.

15. Governing Law and Jurisdiction

These Terms, and any dispute or claim arising out of or in connection with them, their subject matter or formation (including non-contractual disputes or claims), shall be governed by and construed in accordance with the law of England and Wales.



If you are a consumer, you may also benefit from any mandatory rights available to you under the laws of your country of residence, and you may bring proceedings in the courts of your country of residence where applicable.

If you are not a consumer, the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms, their subject matter or formation (including non-contractual disputes or claims).

16. General

If any provision of these Terms, or any part of a provision, is found by a court or other authority of competent jurisdiction to be unlawful, invalid, or unenforceable, that provision or part-provision shall be deemed deleted to the extent necessary, and the validity and enforceability of the remaining provisions of these Terms shall not be affected.

If QD does not enforce any provision of these Terms, or delays in doing so, this shall not prevent QD from enforcing that provision or any other provision at a later date.

You may not transfer, assign, or otherwise deal with any of your rights or obligations under these Terms without QD's prior written consent.

QD may transfer or assign its rights and obligations under these Terms to another organisation, provided that this will not adversely affect your rights under these Terms.