

ASK LAURA Limited ("Ask Laura") TERMS AND CONDITIONS OF MEMBERSHIP ("CONDITIONS")

These Conditions apply to all services ordered from or provided to you by ASK LAURA and by requesting services from ASK LAURA you agree that these conditions shall apply to those services and your order.

1 DEFINITIONS AND INTERPRETATION

In these Conditions, the following definitions apply:

Benefits: means the benefits made available to Members by Suppliers.

Conditions: these terms and conditions as amended from time to time in accordance with clause 10.5.

Member: a person registered as a Member of Ask Laura.

Membership: means membership of Ask Laura.

Membership Card: means the card issued to Members by Ask Laura upon acceptance of a Membership application in accordance with clause

Membership Fees: means the fees payable in respect of membership notified to Members upon application for and prior to renewal of Membership.

Website: means the website located at www.asklaura.com

Request: means a request placed by a Member to Ask Laura for Ask Laura to arrange the supply of goods and/or services from a third party on the Member's behalf.

Services: means the concierge and lifestyle management services provided by Ask Laura to its Members as part of their membership.

Supplier means a supplier engaged by Ask Laura on behalf of and as agent for a Member to provide goods and/or services to that member.

2. MEMBERSHIP APPLICATIONS AND YOUR MEMBERSHIP CARD

2.1

You are obliged to provide correct personal details when you apply for Membership. Failure to do so may invalidate your Membership and any subsequent transactions. Your responsibility to provide accurate information is a continuing obligation and you must notify Ask Laura promptly in the event that any information provided by you in connection with your Membership changes.

2.2

Ask Laura will issue you with a Membership Card together as soon as possible following receipt of your Membership Fee.

2.3

Your Membership is personal to you. You are responsible for ensuring that no one (other than your personal assistant on your behalf, where applicable) uses your Membership.

2.4

We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with the Ask Laura privacy policy, further details of which are set out in Clause 10.1

3. MEMBERSHIP FEES, CANCELLATIONS AND RENEWALS

3.1

For the first year of your Membership and Membership Fees payable shall be confirmed to you prior to acceptance of your Membership application.

3.2

Subject to Clauses 3.3, Membership Fees are non-refundable.

3.3

Ask Laura reserves the absolute right to cancel or suspend your Membership where it has reason to do so. If Ask Laura cancels your Membership, where it is reasonable to do so Ask Laura shall refund the balance of the current annual Membership Fee on a pro rata basis in respect of the unexpired period to which the annual Membership Fee relates.

3.4

Membership Fees are due on acceptance of your Membership application and annually thereafter (the "Renewal Date"), and full payment will have to be done to Ask Laura Limited by the Member by bank transfer in accordance to the relevant invoice.

3.5

If you do not wish to renew your Membership you must notify us at least 30 days prior to your Renewal Date.

3.6

Ask Laura reserve the right to refuse to provide the Services should any payment due under these Conditions not be received.

3.7

Ask Laura may at your request purchase goods or services on your behalf. In the event that we act as a credit agent in this regard, you hereby authorize Ask Laura to deduct the credit sum from your Payment Card immediately.

4. SUPPLY OF SERVICES

4.1

Ask Laura shall supply the Services to the Member during the Membership in accordance with the Member's particular Requests, provided that Ask Laura shall not be required to provide or facilitate the supply of goods and/or services that it deems at its sole discretion may violate applicable laws, standards and/or regulations or may offend taste and decency in the relevant jurisdiction.

4.2

Ask Laura shall use its reasonable endeavors to meet any performance dates specified, but any such dates shall be estimates only and time shall not be of the essence for performance of any Services.

4.3

Ask Laura shall have the right to make any changes to the Services which are necessary to comply with any applicable law or safety requirement, or which do not materially affect the nature or quality of the Services, and Ask Laura shall notify the Member in any such event.

4.4

Services will be provided in English and French

4.5

You acknowledge that Ask Laura reserves the right to accept commissions upon the supply of products or performance of services by any Supplier.

4.6

Ask Laura shall provide the Services using reasonable care and skill and, as far as reasonably possible, in accordance with your Requests and reasonable instructions from time to time.

4.7

Restaurants and clubs:

When you use the restaurant booking service you hereby authorize us to debit your Payment Card for any deposit paid by us on your behalf to the restaurant, which is forfeited as a result of your cancellation of the booking.

(b)

When you use the restaurant booking service you agree that where you cancel a restaurant booking within 24 hours of the time the restaurant reservation is made you shall not be entitled to any refund of any monies paid to secure the booking including the return of any booking deposit.

(c)

Ask Laura reserves the right to deny restaurant requests from Members if Members repeatedly fail to honor their bookings or continuously violate cancellation policies.

(d)

Admission of Members to any club premises is at all times at the sole discretion of the club Supplier and Ask Laura shall have no liability where a Member is refused admission to a club.

4.8

Tickets:

(a)

Ask Laura may be able to obtain "best tickets" for you in relation to sold out events through one of its ticket agent partners. Please note that by instructing Ask Laura to obtain such tickets on your behalf you are agreeing to purchase tickets above face value and the total cost may include a service charge to Ask Laura in respect of our provision of services to obtain the seats for you. Ask Laura is not the seller of the tickets and is not responsible for fulfillment of your order.

(b)

All such tickets and ticket agent partners (who shall be the seller in respect of the transaction) shall have their own terms and conditions (which we suggest you should read). Such terms and conditions are likely to include terms, which state that sales of tickets are final and no refunds shall be issued after the purchase has been made. Ask Laura shall not be able to provide you with any refund or obtain any such refund on your behalf.

(c)

In the event of a show being cancelled directly by the artist/promoter, it may be possible to obtain a refund of the face value of the relevant tickets.

(d)

Ask Laura or its ticket agent partner will despatch your tickets through delivery agents at standard rates. Please note that Ask Laura shall not be liable for any failure by delivery agents to deliver your tickets.

5. PLACING A REQUEST

5.1

Members may place Requests by telephone or e-mail

5.2

Ask Laura, acting reasonably, reserves the right to withdraw any of the Services and/or to refuse to accept any Requests at its sole discretion.

5.3

If Ask Laura is unable or not obliged to deal with any Request, it will inform the Member as soon as reasonably practicable.

5.4

You undertake that all details you provide to us for the purpose of booking, ordering or purchasing products or services are correct, that the debit, credit and/or Payment Card you use from time to time is your own and that you have sufficient funds to cover the cost of the product or service.

6. CANCELLATIONS, REFUNDS AND RETURNS

6.1

The Member acknowledges that the sales contract for the supply of goods and/or services made as a result of a Request is between the Member and the relevant Supplier and that Ask Laura is not a party to such contract. Cancellation of

contracts with Suppliers should be addressed with the Supplier directly and will be subject to the relevant Supplier's policies.

6.2

If a Request for a specific product or service is not available, Ask Laura may offer you substitute products or services of a similar description and standard. You may at your sole discretion refuse acceptance of such substitute products and/or services and request a full refund in the event that payment has already been made to the Supplier for the unavailable product or service.

6.3

All descriptions of any products, services or Benefits on the Website have been approved by the relevant Supplier. Ask Laura shall not be liable for inaccurate or misleading descriptions.

6.4

Payment for all products and services shall be due immediately upon acceptance of the order by the relevant Supplier.

6.5

The Member further acknowledges that for goods purchased on his or her behalf by Ask Laura directly from a Supplier, returns and exchanges will be subject to the terms and conditions of that Supplier and returns or exchange of goods purchased may not always be permitted. In circumstances where Ask Laura is asked to source a specific item for a Member, Ask Laura shall inform the Member of the refund and exchange policy of that Supplier in advance. Ask Laura shall not be liable to the Member where a Supplier does not accept the return or exchange of an item.

6.6

It is the Member's responsibility to return the goods to a Supplier and ensure the goods have well reached the Supplier with a proof and signature. It shall be the Member's sole responsibility to retain all proof of return of goods to a Supplier, we recommend returning the goods by registered delivery, or by any other similar means of ascertaining the date of the return dispatch and tracking the return.

6.7

We will inform you when we become aware that a refund of an order has been processed by a Supplier.

6.8

Where orders are delivered outside the EU, any applicable customs duties and sales taxes shall not be refundable through Ask Laura. It shall be the Member's sole responsibility to recover such monies. Ask Laura shall have no liability for any items held by any customs or border agency.

6.9

In the case of premium courier services, if the Member is not at the specified Delivery address to receive their Order at the scheduled time, the Member may incur further charges for subsequent attempts to re-deliver the goods.

7. SUPPLIERS

7.1

Suppliers are responsible for providing you with the services, products and Benefits you Request us to order on your behalf from time to time. Ask Laura shall communicate with Suppliers on your behalf unless it is more appropriate for you to contact the Supplier directly.

7.2

Suppliers may impose their own terms and conditions, which, in every case apply to the supply of goods and/or services by that Supplier to you, and such terms and conditions shall be binding upon you at the time of order.

7.3

When ordering a product or service or accessing a Benefit, you may be required to provide your Payment Card details. If you request and authorize Ask Laura to use your Payment Card in order to pay a Supplier for products or services, you acknowledge and agree that Ask Laura shall have no liability or be responsible in any way whatsoever in respect of the use of your Payment Card provided that Ask Laura acts in accordance with the instructions issued by you in relation thereof.

7.4

You acknowledge that the Benefits are subject to availability and may change from time to time without notice.

7.5

If Ask Laura's performance of any of its obligations under these Conditions is prevented or delayed by any act or omission by the Member or failure by the Member to perform any relevant obligation (Member Default):

(a)

Ask Laura shall without limiting its other rights or remedies have the right to suspend performance of the Services until the Member remedies the Member Default, and to rely on the Member Default to relieve it from the performance of any of its obligations to the extent the Member Default prevents or delays Ask Laura's performance of any of its obligations;

(b)

Ask Laura shall not be liable for any costs or losses sustained or incurred by the Member arising directly or indirectly from Ask Laura's failure or delay to perform any of its obligations as set out in this clause 7.5; and

(c)

the Member shall reimburse Ask Laura on written demand for any costs or losses sustained or incurred by Ask Laura arising directly or indirectly from the Member Default.

8. LIMITATION OF LIABILITY

8.1

Nothing in these Conditions shall limit or exclude Ask Laura's liability for:

(a)

death or personal injury caused by its negligence, or the negligence of its employees, agents or subcontractors;

(b)

fraud or fraudulent misrepresentation; or

(c)

breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession).

8.2

Subject to clause 8.1:

(a)

Ask Laura shall not be liable to the Member, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profits, loss of business, depletion of goodwill and/or similar losses, loss of anticipated savings, loss of goods; or, loss of contract, or loss of use or, loss of corruption of data or information whether direct or indirect or, any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses arising under or in connection with their Membership; and

(b)

Ask Laura's total liability to the Member in respect of all other losses arising under or in connection with their Membership, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to the total remaining value of the Member's annual Membership Fee paid

8.3

Your contract for the supply of products or services is made with the relevant Supplier only. Ask Laura acts as an agent for the Supplier and, unless expressly provided otherwise, all your rights and remedies are against the Supplier.

8.4

You acknowledge that any contract entered into by you with any Supplier is an independent contract. Ask Laura hereby disclaims any and all liability for any act or omission of any Supplier or any loss incurred by you as a result of any act or omission of a Supplier whether or not arranged through the Ask Laura.

8.5

Ask Laura shall have no liability to you for any loss, damage, costs, expenses or other claims for compensation arising from Requests or any instructions supplied by you which are incomplete, incorrect or inaccurate or arising from their late arrival or non-arrival, or any Member Default.

8.6

Ask Laura shall not be liable to you or be deemed to be in breach of these Conditions by reason of any delay in performing, or any failure to perform, any of Ask Laura's obligations in relation to the Services, if the delay or failure was due to any cause beyond Ask Laura's reasonable control.

8.7

Except as expressly set out in these Conditions, all warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from these Conditions.

8.8

This clause 8 shall survive termination of these Conditions.

9. COMMENCEMENT AND TERMINATION

These Conditions shall take effect and be binding upon the Member and Ask Laura Limited upon acceptance by Ask Laura of your Membership application. These Conditions shall be applicable for the duration of your Membership and shall only cease to have effect upon the expiry or termination of your Membership. You agree that your only rights and remedies under these Conditions shall be against Ask Laura Limited and no other entity.

10.1

Privacy and Data Protection

The Services and your Membership are subject to the Ask Laura privacy policy, which applies at all times in relation to any data that we collect from you.

10.2

Assignment and subcontracting:

(a)

Ask Laura may at any time assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights under these Conditions and may subcontract or delegate in any manner any or all of its obligations under these Conditions to any third party or agent.

(b)

The Member shall not, without the prior written consent of Ask Laura, assign, transfer, charge, subcontract or deal in any other manner with all or any of its rights or obligations under these Conditions.

10.3

Waiver:

(a)

A waiver of any right under these Conditions is only effective if it is in writing and shall not be deemed to be a waiver of any subsequent breach or default. No failure or delay by a party in exercising any right or remedy under these Conditions or by law shall constitute a waiver of that or any other right or remedy, nor preclude or restrict its further exercise. No single or partial exercise of such right or remedy shall preclude or restrict the further exercise of that or any other right or remedy.

(b)

Unless specifically provided otherwise, rights arising under these Conditions are cumulative and do not exclude rights provided by law.

10.4

Severance:

(a)

If a court or any other competent authority finds that any provision of these Conditions (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed deleted, and the validity and enforceability of the other provisions of these Conditions shall not be affected.

(b)

If any invalid, unenforceable or illegal provision of these Conditions would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

10.5

Variation: Ask Laura may vary these Conditions from time to time and will notify you of any changes in a timely manner. Notification will be by some or all of the following: by Email or by phone. Your continued use of your Membership constitutes acceptance of such variations to these Conditions.

10.6

No partnership: Nothing in these Conditions is intended to, or shall be deemed to, constitute a partnership or joint venture of any kind between any of the parties, nor constitute any party the agent of another party for any purpose. No party shall have authority to act as agent for, or to bind, the other party in any way.

10.7

Third parties: A person who is not a party to these Conditions shall not have any rights under or in connection with it.

10.8

Governing law and jurisdiction: These Conditions, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by, and construed in accordance with, English law, and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.



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