Heatherstack

Schedule A: Managed Hosting & Support

Last updated 19 November 2026

This Schedule applies when your Order includes managed hosting. It sits alongside our General Terms and the DPA.

A1. What's included

Unless your Order says otherwise, every plan includes:

- **Hosting** for your WordPress website on servers in the UK.
- **SSL certificate**, installed and kept renewed.
- **DNS management** for your domain, through our DNS provider (see A6).
- **Updates** to WordPress core, plugins and themes, applied fortnightly. Critical security updates are applied sooner.
- **Backups** at least daily, each kept for at least 30 days. Some plans include more frequent backups and longer retention, as shown in your Order. Backups are for restoring your site after a problem, not a long-term archive, so keep your own copies of anything important.
- **Monitoring** of uptime, performance, SSL certificate and domain expiry, and PHP errors.
- **Security**: a firewall and regular vulnerability scanning.
- **Database optimisation**, carried out periodically.
- **Website email**: we set up your site to send form notifications and system emails. Whether an email reaches an inbox depends on the receiving system, so we can't guarantee delivery.

A2. What's not included

- Email mailboxes or email hosting.
- Content changes, new features, design work and training. We quote for these or charge our hourly rate.
- Fixing problems caused by changes made by you or anyone else outside Heatherstack, including plugins or themes you install.
- Licences for premium plugins, themes and services. You buy and renew these; we'll tell you what your site needs.
- Registering or renewing domain names (see A6).
- Third-party services connected to your site, such as analytics, payment gateways, CRM or email marketing. You hold your own accounts and agreements with those providers.
- Any guarantee of search rankings, speed scores or email delivery.

A3. If your site is hacked

If your site is compromised, we'll clean it up and restore it. This work is charged at our hourly rate unless we choose to waive the charge, and we'll tell you which applies.

A4. Getting help

A4.1 Raise support requests through my.heatherstack.com or by emailing support@heatherstack.com.

A4.2 Response times are measured in working days: Monday to Friday, excluding bank holidays in England.

A4.3 We aim to respond within these times:

Issue	First response
Urgent: site down, hacked, or checkout not working	Within 1 working day
Everything else	Within 2 working days

A "response" means a person confirming we're on it, not necessarily a fix. After that we'll work on the issue as quickly as reasonably possible. Our monitoring often alerts us to urgent problems before you notice them.

A4.4 Your plan doesn't include a set amount of support time. We don't charge for quick questions or small tasks that take a few minutes. Anything more is charged at our hourly rate of £68.75 + VAT, billed by the minute. We'll tell you before starting chargeable work.

A4.5 Work at weekends or on bank holidays is at our discretion. If you need it, we'll agree the cost with you first.

A4.6 We'll give you at least 2 weeks' notice by email of any planned absence longer than 3 working days. The notice will tell you how urgent issues will be handled while we're away.

A5. Availability

A5.1 We aim for 99.9% uptime each calendar month. This excludes planned maintenance and events outside our control. It's a target, not a guarantee. Missing it isn't a breach of our agreement, and there are no service credits or other compensation for downtime.

A5.2 **Maintenance.** Some updates and other work need your site to be briefly unavailable. Where we judge the work is needed for your site's security, stability or long-term health, we may carry it out with the site offline or behind a maintenance page. We'll try to schedule it when your site is quiet, and give you notice where we can. Urgent security work may happen without notice.

A5.3 Maintenance doesn't count as downtime under A5.1.

A6. Domains and DNS

A6.1 You own your domain names and are the registered owner. You pay for them and renew them with your registrar, and you keep your own registrar login.

A6.2 We manage your DNS records on our DNS provider's platform. If you leave, we'll export your records or transfer them to you.

A6.3 We monitor domain expiry and will try to warn you when a renewal is coming up. Renewing is still your responsibility, and we're not liable if a domain lapses.

A6.4 Unless you specifically ask us not to, we'll use a machine-readable header on your site, or a DNS record, to report your website as hosted by Heatherstack for the purpose of Green Web Foundation verification.

A7. Using the service fairly

A7.1 Each plan has resource limits, such as storage, set out in your Order. If your site regularly goes over them, we'll talk to you about moving to a suitable plan.

A7.2 You mustn't use our hosting for anything illegal or harmful. That includes infringing content, spam, malware, phishing, cryptocurrency mining, or anything that harms our servers or other customers.

A7.3 Keep admin logins private and use strong passwords. Tell us when someone should no longer have access.

A7.4 By choosing managed hosting, you authorise us to apply updates as described in A1. You can ask us to hold back an update, or to keep a plugin or theme that its developer no longer supports. If you do, we'll explain the risks, and you're responsible for any problems that result.

A7.5 Even where you've asked us to keep something under A7.4, we may disable, remove or replace it if it has a known security vulnerability that puts your site, our servers or other customers at risk. We'll tell you first unless the risk is urgent.

A7.6 Our hosting runs on servers provided by our upstream hosting provider, so your site must also follow that provider's acceptable use and resource usage policies. We'll send you a copy on request. In particular, our hosting is for your website. It mustn't be used for sending newsletters or bulk email from your site (use a mailing service such as Brevo or Mailchimp), for storing files or backups for other people or other computers, or for running game, chat, proxy or VPN servers or web crawlers.

A8. Suspension

A8.1 We may suspend your site straight away, without notice if necessary, if it threatens the security or stability of our servers or other customers, or if it breaches A7. We'll tell you as soon as we can and restore the site once the problem is fixed. We're not liable for losses caused by a suspension made to protect our systems.

A8.2 If an invoice is more than 14 days overdue and we've sent you at least one reminder, we may suspend your hosting until it's paid.

A8.3 We may also suspend your site if our upstream hosting provider reasonably requires us to, for example because of a complaint, a takedown request or a breach of its policies. We'll pass on what the provider has told us, unless we're not allowed to, and restore the site once the problem is fixed.

A9. Renewal, price changes and ending

A9.1 Hosting renews automatically at the end of each billing period, monthly or annually as shown in your Order.

A9.2 **Billing:** we bill hosting in advance. We send each invoice about 14 days before the billing period it covers, and it's due by the first day of that period. This replaces the 28-day payment term in clause 6.2 of our General Terms. Your first invoice may cover a part period, so that later invoices fall on your regular billing date.

A9.3 **Monthly plans:** you can cancel with at least 30 days' notice. The service ends at the end of the billing month in which the notice period ends.

A9.4 **Annual plans:** you're committed for the year you've paid for. Cancel at any time before the renewal date to stop the plan renewing. The service runs to the end of the paid year, and we don't refund unused months.

A9.5 To cancel, use my.heatherstack.com or email support@heatherstack.com.

A9.6 We may change our prices with at least 30 days' notice by email. If you don't accept a new price, you can cancel before it takes effect, without any further notice period.

A9.7 We may stop providing your hosting with at least 60 days' notice. If we do, we'll refund any unused part of a prepaid period.

A10. Leaving us

A10.1 Before your service ends, we'll give you a full copy of your website's files and database to download, free of charge.

A10.2 If you'd like us to move your site to a new host, we'll charge our hourly rate.

A10.3 We delete your website from our servers within 30 days after the service ends. Copies in our backups are deleted automatically as they reach the end of their retention period, within 50 days.

A11. Sites we didn't build

When we take on a site we didn't build, we'll check it over and record its condition. We aren't responsible for problems that existed before we took it on, or for defects in work not carried out by Heatherstack Limited. We'll tell you what we find and quote for anything that needs fixing.