

## UPDATED TERMS & CONDITIONS (2025 VERSION)

Last updated: 20 November 2025

### 1. Introduction

1.1 These Terms & Conditions govern your use of our website and services. By accessing or using this website, you agree to be bound by these Terms & Conditions in full.

1.2 If you do not agree with these Terms & Conditions, you must not use this website.

1.3 We may update these Terms & Conditions from time to time. Any changes will apply from the date they are published on this website.

### 2. About Us

We operate as a letting agency providing property listings and related information, and allowing prospective tenants to make enquiries.

Company Name: Thistle Ledge

Address 119 Portswood Road SO17 2FX

Telephone: 02380 671 151

Email: [info@thistleledge.co.uk](mailto:info@thistleledge.co.uk)

### 3. Use of the Website

3.1 This website is available for personal, non-commercial use.

3.2 You must not misuse this website, including but not limited to:

Uploading unlawful or misleading content

Attempting to interfere with the operation of the website

Using automated systems to scrape or collect data

Introducing viruses or harmful code

3.3 We reserve the right to deny access to this website to any person who breaches these Terms & Conditions.

### 4. Property Listings & Accuracy

4.1 Property descriptions and information displayed on this website are provided in good faith.

4.2 While we take reasonable steps to ensure accuracy, all property information, availability, pricing, and measurements are subject to change.

4.3 No tenancy, contract, or agreement is formed through the website. All lettings are subject to referencing, checks, suitability, and a formal tenancy agreement.

4.4 We cannot guarantee that any property displayed will still be available at the time of enquiry.

## 5. Contact & Enquiry Forms

5.1 Tenants may contact us through the website to request viewings or information.

5.2 By submitting an enquiry, you confirm that:

Your contact details are accurate

You are providing genuine information

You agree that we may contact you regarding your enquiry

5.3 Enquiries do not constitute an application or agreement to rent a property.

## 6. Privacy & Data Protection (GDPR)

6.1 We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR).

6.2 Information on how we collect, use, and protect your data is detailed in our Privacy Policy, which forms part of these Terms & Conditions.

6.3 By using this website or submitting an enquiry, you consent to your data being processed for the purpose of responding to your enquiry and providing our services.

## 7. Cookies

7.1 This website uses cookies to improve performance, analytics, and user experience.

7.2 By using the website, you agree to our use of cookies as outlined in our Cookie Policy.

## 8. Intellectual Property

8.1 All content on this website, including text, images, layouts, branding, and design, is owned by us or licensed to us.

8.2 You may view pages for personal use, but you must not:

Copy, Reproduce, Modify, Distribute, Display elsewhere any material without our written permission.

8.3 Fair and non-misleading linking to our homepage is permitted. Deep linking to subpages requires our written consent.

## 9. User-Generated Content

9.1 If you provide feedback or reviews, you grant us a worldwide, royalty-free licence to use, edit, or display this content.

9.2 You must ensure any content you submit is lawful, accurate, and does not infringe third-party rights.

9.3 We may remove any content that breaches these Terms.

## 10. Limitations of Liability

10.1 This website is provided "as is" without any warranty that access will be uninterrupted or error-free.

10.2 We are not liable for:

Loss of income, profits, or business

Loss of data

Indirect or consequential losses

Loss resulting from reliance on website content

10.3 Nothing in these terms limits or excludes liability for:

Death or personal injury caused by negligence

Fraud or fraudulent misrepresentation

Anything that cannot legally be limited under UK law

11. Third-Party Links

11.1 This website may contain links to external websites. We have no control over their content and accept no responsibility for them.

12. Events Outside Our Control

12.1 We are not liable for delays or failures caused by circumstances beyond our reasonable control (e.g., natural disasters, strikes, technical issues).

13. Severability

13.1 If any clause is found invalid, the remainder of these Terms shall continue in full force.

14. Waiver

14.1 Failure to enforce any right does not constitute a waiver of that right.

15. Governing Law

15.1 These Terms & Conditions are governed by English law.

15.2 Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

16. Your Statutory Rights

16.1 Nothing in these Terms affects your statutory rights as a consumer.