

# Terms and Conditions

Last Updated: May 2026 | Governing Law: England and Wales

*Please read these Terms carefully before using our website or our GoHighLevel-powered automation services. They set out clearly how we work together and how we keep your business protected.*

## 1. Introduction and Acceptance

Welcome to GoChuchuro ("we", "us", "our"). These Terms and Conditions govern your use of our website gochuchuro.com and any purchase, setup, or ongoing use of our GoHighLevel (GHL) digital business infrastructure modules, CRM configurations, AI-powered automation workflows, coaching programmes, and free business resources.

By browsing this site or engaging our services, you agree to be fully bound by these Terms. If you do not agree with any part, you must stop using the site immediately. You must be at least 18 years old to access our business support tools and platform services.

## 2. Lawful and Responsible Use of Our Platform

You agree to use our website, GoHighLevel sub-account, automated pipelines, and all connected systems only for honest and lawful business operations. Specifically, you must not:

- Use our tools to transmit offensive, defamatory, or harmful content.
- Attempt to reverse-engineer, copy, or redistribute our proprietary automation snapshots, workflow blueprints, or CRM configurations.
- Misuse our WhatsApp or email support channels for unsolicited commercial messages.
- Interfere with the technical operation of our GHL environment or third-party integrations.

### 3. GoHighLevel Platform Services

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GoChuchuro delivers its core services through the GoHighLevel (GHL) SaaS platform. When you engage our infrastructure build service, we provision a dedicated GHL sub-account on your behalf and configure the following components as agreed:

- CRM contact management, pipeline stages, and deal tracking.
- AI-powered chatbots and automated SMS, email, and WhatsApp follow-up sequences.
- Website funnels, landing pages, and booking calendar integrations.
- Reputation management tools, Google Business Profile integration, and review automation.
- Reporting dashboards and KPI tracking for ongoing performance visibility.
- Two-way calling and missed call text-back automations.

#### **Platform Dependency:**

GoChuchuro operates as an authorised GHL agency partner. The availability of GHL features is subject to GoHighLevel's own platform terms and scheduled maintenance windows. We are not liable for third-party platform outages beyond our reasonable control.

#### **Sub-Account Ownership:**

The GHL sub-account configured for your business belongs to you operationally. You receive login credentials upon project completion. GoChuchuro retains admin agency access solely to provide ongoing technical support and maintenance under your active tier.

### 4. Data Protection and UK GDPR Compliance

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We take data security with the utmost seriousness. In full accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, we collect, store, and process your personal information only as necessary to deliver our services.

Your CRM data stored within your GHL sub-account is encrypted at rest and in transit. We never sell, rent, or lease your business data or your clients' contact data to third-party marketers. Our full Privacy Policy is available separately at [gochuchuro.com/privacy](https://gochuchuro.com/privacy).

- You retain full ownership of all contact data imported or captured into your GHL account.
- We process business data under the lawful basis of contractual necessity and legitimate interest.
- Data deletion requests will be actioned within 30 days of written request to [hello@gochuchuro.com](mailto:hello@gochuchuro.com).

### 5. Intellectual Property and Configuration Ownership

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All original design assets, copywriting, workflow automation logic, snapshot blueprints, training materials, and visual structures created by GoChuchuro belong exclusively to GoChuchuro.

When you purchase a pre-engineered infrastructure build from us, you receive a personal, non-exclusive licence to operate that configuration for your own small business. You may not:

- Copy, resell, sublicense, or distribute our automation snapshots to other agencies or third parties.
- Represent our proprietary workflow configurations as your own original creation.
- Use our training guides or standard operating procedure documents for commercial instruction without prior written consent.

## 6. Pricing, Payments, and GHL Billing

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### Wholesale Pricing Model:

GoChuchuro operates on a transparent, wholesale-delivery model to keep premium GHL infrastructure genuinely accessible for small businesses. All costs are clearly presented in British Pounds (GBP £) before you commit.

### Payment Processing:

All payments are processed securely through GoHighLevel's integrated payment channels, including Stripe and PayPal. Payment links and invoices are issued directly via your GHL or email touchpoint.

### SaaS Subscription Fees:

Where your package includes an ongoing GHL sub-account hosting fee, this is billed on a recurring monthly basis. Failure to maintain active subscription payments may result in suspension of your sub-account and automation services. We will provide a minimum of 7 days' written notice before any suspension action.

### Price Changes:

We reserve the right to revise our pricing with a minimum of 30 days' advance written notice to active clients.

## 7. Refund Policy

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### Digital Blueprints and Training Guides:

We offer an honest 14-day money-back guarantee on standalone digital blueprints and training resources. If you are not fully satisfied, write to us at [hello@gochuchuro.com](mailto:hello@gochuchuro.com) within 14 days of purchase for a full refund, no questions asked.

### Custom GHL Infrastructure Builds:

Because setting up websites, automation pipelines, AI chatbots, and full CRM dashboards requires immediate manual engineering labour, software allocation, and third-party API configuration, completed and fully deployed builds are non-refundable once activated. We encourage you to ask all questions before commencing any build.

### Disputed Charges:

If you believe an error has been made on your account, contact us within 14 days at [hello@gochuchuro.com](mailto:hello@gochuchuro.com) and we will investigate promptly and fairly.

## 8. Coaching, Onboarding, and Session Cancellations

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All 1:1 business triage sessions, onboarding calls, and strategy coaching appointments are scheduled through your GHL booking calendar. The following cancellation rules apply:

- Rescheduling requires a minimum of 48 hours' notice by email or WhatsApp text.
- Cancellations with fewer than 48 hours' notice, or a no-show without contact, may result in forfeiture of that session slot at our discretion.
- Coaching packages are non-transferable to third parties.

### GHL Automation Onboarding:

Your first structured onboarding walkthrough is included within your infrastructure package. Additional training sessions beyond the agreed scope are chargeable at the current day rate.

## 9. AI Tools, Automation, and Third-Party Integrations

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Our services incorporate artificial intelligence tools, including GHL's AI Employee (voice and chat agents), large language model integrations, and third-party API connections such as Google, Meta, Twilio, Mailgun, and OpenAI. You acknowledge that:

- AI-generated outputs require human review before acting upon them in regulated or high-stakes business decisions.
- We are not responsible for the independent operational decisions of AI agents once activated within your sub-account, provided configuration was completed as agreed.
- Third-party API availability (Twilio, Google, Meta) is outside our direct control. Service interruptions from these providers do not constitute a breach of our agreement.
- You are responsible for ensuring your use of AI automation complies with applicable marketing consent regulations, including UK PECR rules for SMS and email communications.

## 10. Educational Nature of Coaching Services

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GoChuchuro's coaching and strategy sessions provide practical business growth guidance and technical infrastructure support. Our services do not constitute certified legal, tax, accountancy, or regulated financial advice. You remain fully and solely responsible for the commercial decisions, regulatory compliance, and daily operations of your small business.

## 11. Limitation of Liability

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GoChuchuro will not be held liable for any direct or indirect business losses, missed revenue, operational delays, or software interruptions resulting from the use or integration of our digital tools or coaching guidance.

Our total cumulative liability to you for any claim arising under these Terms shall not exceed the total amount you have paid to GoChuchuro in the three months preceding the relevant incident.

Nothing in these Terms excludes or limits liability for fraud, death, or personal injury caused by our negligence, as required by English law.

## 12. Amendments to These Terms

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We may update these Terms from time to time as our services evolve. Updated Terms will be published on this page with a revised date. For significant changes affecting active client accounts, we will provide a minimum of 14 days' advance notice by email. Continued use of our services following notice of changes constitutes acceptance of the updated Terms.

## 13. Governing Law and Dispute Resolution

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These Terms are governed exclusively by the laws of England and Wales. Any disputes arising from or connected with these Terms will be subject to the exclusive jurisdiction of the courts of England and Wales.

We always prefer to resolve any disagreement directly and amicably in the first instance. Please contact us at [hello@gochuchuro.com](mailto:hello@gochuchuro.com) before pursuing any formal legal route.

### Contact Information

GoChuchuro (Prakash Gurung MVO)

1 Rake Way, Andover SP11 6FX, United Kingdom

**General Enquiries:** [hello@gochuchuro.com](mailto:hello@gochuchuro.com)

**WhatsApp Support (Text Only):** [07474080809](tel:07474080809)

Website: [gochuchuro.com](https://gochuchuro.com)