



Terms and Conditions

Effective from: 03 March 2026

1. Service Levels

Platform Only – Agreed Monthly Subscription

- Access to the Ops Hub software environment powered by Go High Level
- Use of available tools including CRM, funnels, websites, email, automation and associated features
- No ongoing strategic, marketing or technical support unless agreed separately

Platform plus Implementation – Setup fee agreed in advance plus agreed subscription per month

- Initial configuration of agreed functionality
 - Access to the Ops Hub software environment
 - Ongoing platform access only unless further services are agreed in writing
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2. Acceptance of Terms

By subscribing to any service level, you confirm that you have read, understood and agreed to these Terms of Service.

Acceptance is confirmed during sign up via checkbox confirmation or other recorded consent.

3. Nature of the Service

Ops Hub powered by Geniease is a hosted software environment built on Go High Level.

You are purchasing access to a hosted system, not ownership of the underlying platform.

Platform access is provided on a subscription basis and remains conditional upon active payment.

4. Platform Dependency and Hosting

All websites, funnels, CRM systems, automations and digital assets built within the Ops Hub environment are hosted within this platform.

- Are dependent on an active subscription
 - Will not function independently outside the platform
 - Cannot be exported in a fully operational format to another system
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5. Transfer to Another GHM Agency

- A one time transfer fee of £97 applies
 - Payment must be made before transfer is initiated
 - A maximum of 30 days platform access will be provided to facilitate the transfer
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6. Ownership of Content

You retain ownership of your written content, branding assets, client data and uploaded files.

- Ops Hub retains ownership of proprietary templates, workflow frameworks and agency configurations
 - Proprietary tools may not be copied, resold or redistributed without written permission
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7. Cancellation

You may cancel at any time by emailing hello@emilycantrill.com.

Cancellation takes effect at the end of the current billing cycle. No partial refunds are provided.

- Websites will be unpublished
 - Funnels will be disabled
 - CRM access will terminate
 - Automations will stop functioning
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8. Cessation of Trading

If Ops Hub powered by Geniease ceases trading, a minimum of one calendar month's written notice will be provided.

Reasonable assistance will be offered to help transition to another provider where possible.

No additional fees will be charged for account closure.

9. Third Party Platform Risk

Ops Hub powered by Geniease operates using Go High Level infrastructure.

Pricing, features, availability and technical functionality are dependent on the underlying software provider.

Ops Hub is not liable for changes, outages or service interruptions caused by the third party platform.

10. Limitation of Liability

While reasonable care is taken, uninterrupted availability and specific business outcomes cannot be guaranteed.

- Liability is limited to the greater of three months subscription fees or £500
 - No liability for loss of profits, revenue or business opportunity
 - No liability for data loss where backups have not been maintained
 - No liability for indirect or consequential losses
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Nothing in these Terms limits liability for:

- Death or personal injury caused by negligence
 - Fraud or fraudulent misrepresentation
 - Any liability which cannot be limited under UK law
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11. Data and GDPR

We comply with UK GDPR requirements.

You are the data controller of your customer data. Ops Hub acts as a data processor.

You remain responsible for lawful data collection, retention policies, client consent and backups.

12. Amendments

Terms may be updated periodically.

Material changes will be communicated via email.

Continued use of the platform constitutes acceptance of updated terms.

Ops Hub powered by Geniease is provided by Emily Cantrill, United Kingdom.

Contact: hello@emilycantrill.com

