
MOR WORKSPACE VIRTUAL OFFICE SERVICES TERMS AND CONDITIONS

Company Details: Mor Investments LLP (company number OC399022) is a company registered in England and Wales, our registered office is at Waterside Court, Falmouth Road, Penryn, Cornwall, England, TR10 8AW. We operate the website <https://morworkspace.co.uk/>

Contacting us: To contact us, telephone +44 1637 871244 or email us at info@morworkspace.co.uk

Anti-money laundering (AML): As a company service provider, we are legally required to have procedures which assist in the prevention of money laundering and terrorist financing. To use our virtual office service you must adhere to these policies which include; providing a form of in-date photograph ID and an in-date proof of address for the nominated person setting up the service. The nominated person must be a Director, or persons of similar authorisation within the business.

This Virtual Office Service Agreement ("**Agreement**") is entered into as of '**XXXXX**' 2026 by and between:

Mor Investments LLP (company number OC399022) (we and us) is a company registered in England and Wales, and our registered office is at Waterside Court, Falmouth Road, Penryn, Cornwall, England, TR10 8AW ("**Provider**"),

and

Client Legal Name, (Company Number) is a company registered in England and Wales and our registered office **ADDRESS** ("**Client**").

Provider and Client may be referred to individually as a "**Party**" and collectively as the "**Parties**."

1. SERVICES PROVIDED

1.1 Virtual Office Address

Provider grants Client a **non-exclusive, non-transferable right** to use Provider's designated business address ("**Service Address**") solely for lawful business purposes, including:

- 1.1:1 Business registration (Companies House)
- 1.1:2 Mailing address
- 1.1:3 Marketing materials
- 1.1:4 Correspondence with clients and vendors

No lease, tenancy, or possessory interest is created by this Agreement. It is not permitted to be used as the Business TRADING Address. The address shall be; '**BUSINESS NAME**, Mor Workspace, Treloggan Lane, Newquay, Cornwall, TR7 2FP'.

1.2 Mail Handling Services

Unless otherwise specified in the selected service plan, Provider may offer:

- 1.2:1 Receipt of mail and parcel (letter box size only) deliveries, with notification of arrival
- 1.2:2 Secure mail storage for a specified period
- 1.2:3 Mail scanning and forwarding upon request (additional fees apply)

Provider is **not responsible for the contents** of mail or packages.

1.3 Excluded Services

The following are **not included** in the standard service plan, but can be added as an additional service;

- 1.3:1 Co-working desk hire
- 1.3:2 Private meeting room hire
- 1.3:3 Large parcel acceptance service
- 1.3:4 Director address service

2. TERM AND TERMINATION

2.1 Term

This Agreement begins on the Effective Date and continues on a monthly or annual basis (specified during sign up process) unless terminated in accordance with this Agreement.

2.2 Termination by Client

The Client may terminate with **30 days' written notice** via email to the designated email address stipulated at the time or via a letter directly to our postal address. Provider will acknowledge the request to cancel service in writing back to the Client, including confirmation of the final date of service in which termination will follow. Fees paid are non-refundable unless required by law.

2.3 Termination by Provider

The Provider may terminate immediately if the Client:

- 2.3:1** Fails to pay fees
- 2.3:2** Uses the address for unlawful or misleading purposes (clause 4.1)
- 2.3:3** Provides false or incomplete information
- 2.3:4** Violates any applicable law or regulation

2.4 Effect of Termination

Upon termination:

- 2.4:1** Client must cease using the Service Address immediately across all platforms and correspondence
- 2.4:2** Client must return any mailbox keys in their possession to the Provider. Failure to do so will result in a charge to replace keys not returned, the fee charged will be at the discretion of the Provider at the time of termination
- 2.4:3** Client must collect any mail within 7 days of termination of service, any mail not collected after this period will be securely destroyed by the Provider
- 2.4:4** Client remains responsible for outstanding fees, failure to pay such fees will incur an additional late charge at the discretion of the Provider

3. CHARGES AND PAYMENT

3.1 Charges

Client agrees to pay all fees associated with the selected service plan as set forth in Provider's pricing schedule at the time of sign up.

3.2 Payment Terms

- 3.2:1** Service Plan Fees are payable in advance, in either monthly or annual instalments
- 3.2:2** Set up fee is payable at time of sign-up, to the amount of £25.00 + VAT as standard
- 3.2:3** Late payments may incur interest at 5% per month or the maximum allowed by law
- 3.2:4** Provider may suspend services for non-payment
- 3.2:5** We reserve the right to increase the Charges from time to time. We will provide you with at least 30 days-notice via email if we do so. Continuation of use of service constitutes acceptance
- 3.2:6** Our Charges are exclusive of VAT. Where VAT is payable in respect of some or all of the Services you must pay us such additional amounts in respect of VAT, at the applicable rate, at the same time as you pay the Charges

3.3 Additional Charges

If you wish to change the scope of the Services after sign-up has been completed, such as including an Additional Service, and we agree to such change, we will modify the Charges accordingly. Client is responsible for:

- 3.3:1** Charges for additional mail received above maximum number of letters agreed per month (15 letters per month on standard plans). Amount is stipulated at time of sign up for additional mail requirements (15 letters increments)

3.3:2 Charges for 'Large Parcels' if not selected as additional service during sign up process. Standard plan includes parcels up to letterbox size only. Parcels received which are larger will be charged at £5 per parcel

3.3:3 Charges for optional 'Scan and Send Service', price stipulated at the time of sign up (indicated on application form). Standard plans include notification of mail arrival on site only (to be collected by Client)

3.3:4 Charges for option to add 'Directors Address Service', price stipulated at time of sign up on application form. Clients are not permitted to use Providers postal address for Directors unless this is a service added to the plan. Unauthorised use of address may result in termination of agreement and/or charges for this service

3.3:5 If a Client uses a Virtual Address or any other Additional Services which were not agreed with the Provider, charges will be implemented for the service/s used

4. CLIENT OBLIGATIONS

4.1 Lawful Use

Client shall use the Service Address **only for lawful purposes** and shall not:

4.1:1 Misrepresent the nature of its business

4.1:2 Use the address to imply physical occupancy

4.1:3 Be involved in any illegal activities, including but not limited to fraud, money laundering, drug trafficking, or any other criminal endeavours. Users are strictly prohibited from using the Virtual Address for any unlawful purposes, including but not limited to harassment, defamation, or violation of privacy rights

4.1:4 Use the address for any DVLA (Driver and Vehicle Licensing Agency) related purposes, including but not limited to vehicle registration, licensing, or correspondence

4.1:5 Use the address for conducting any adult content business or related activities, including but not limited to adult entertainment, adult products, or adult services

4.1:6 The Virtual Address shall not be used for any activities that may cause harm, offence, or inconvenience to others, including but not limited to spamming, phishing, or dissemination of malicious content

4.1:7 Use the address for any activities that violate the terms of service of any third-party services or platforms, including but not limited to social media platforms, email providers, or online marketplaces

4.1:8 Use the address for any activities that infringe upon intellectual property rights, including but not limited to copyright infringement, trademark infringement, or plagiarism

4.1:9 Not use the address beyond the permitted uses as indicated in clause 1.1

4.1:10 Any violation of the terms listed in clause 4.1 may result in immediate termination of services and may lead to legal action as deemed necessary

4.1:11 Provider has the right to terminate the service if it is deemed that the Client has financial difficulty and subsequently may impact both the payment to the Provider for the service, and also have negative implications on the Providers reputation. This includes but is not limited to; final notice letters, debt recovery letters, debt collection visits to the Providers site and anything which falls under the same intention.

4.2 Compliance and Verification

Client agrees to provide accurate and current Identification for verification purposes to adhere to AML procedures:

4.2:1 Government-issued photo identification (passport or driving licence)

4.2:2 Proof of address (dated within last 3 months)

4.2:3 Business registration documents

The Virtual Office Service will not be approved until all required ID has been provided and verified. Provider may suspend services if verification requirements are not met; including failure to notify Provider of Client address change and providing new verification documentation.

4.3 No Authority

Client has **no authority** to bind Provider or act on Provider's behalf.

5. LIMITATION OF USE AND DISCLAIMERS

5.1 No Postal Agency

Provider does not act as Client's legal agent, registered agent, or postal authority.

5.2 No Guarantee of Delivery

Provider does not guarantee:

5.2:1 Delivery times

5.2:2 Mail completeness

5.2:3 Accuracy of third-party courier services

5.3 Address Restrictions

Certain government agencies, banks, or licensing bodies may **not accept virtual addresses**. Client bears full responsibility for confirming address acceptability. Companies are required by law to have a 'Viable Address', Limited Companies are no longer permitted to use PO Box addresses, a suitable alternative Virtual Address is permitted.

6. CONFIDENTIALITY AND DATA PROTECTION

6.1 Confidential Information

We will use any personal information you provide to us to:

6.1:1 Provide the Services agreed

6.1:2 Process your payment for the Services

6.1:3 To comply with all relevant legislation and regulation

6.2 Data Protection

Both Parties agree to comply with applicable data protection laws, including all relevant GDPR at the time.

7. INDEMNIFICATION AND LIABILITY

7.1 Indemnification

Client agrees to indemnify, defend, and hold harmless Provider from any claims, damages, fines, or expenses arising from:

7.1:1 Client's use of the Service Address

7.1:2 Breach of this Agreement

7.1:3 Client's business activities

7.2 Limitation of Liability

Nothing in the Contract limits any liability which cannot legally be limited, including liability for:

7.2:1 Death or personal injury caused by negligence

7.2:2 Fraud or fraudulent misrepresentation

7.3 Liability Continued

Subject to clause 7.2, we will not be liable to you, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Contract for:

7.3:1 Loss of profits

7.3:2 Loss of sales or business

7.3:3 Loss of agreements or contracts

7.3:4 Loss of anticipated savings

7.3:5 Loss of use or corruption of software, data or information

7.3:6 Loss of or damage to goodwill

7.3:7 Any indirect or consequential loss, such as losses you may incur in connection with us having to change the location of the Virtual Address provided to you

8. INTELLECTUAL PROPERTY

Client may not use Provider's name, logo, branding, or trademarks without prior written consent.

9. FORCE MAJEURE

Neither Party shall be liable for delays or failure due to events beyond reasonable control, including natural disasters, government actions, or service interruptions.

10. GENERAL PROVISIONS

10.1 Assignment

Client may not assign this Agreement without Provider's written consent.

10.2 Severability

If any provision is found unenforceable, the remaining provisions remain in effect.

10.3 Entire Agreement

This Agreement constitutes the entire agreement between the Parties and supersedes prior discussions.

10.4 Amendments

Provider may update terms with **30 days' notice**. Continued use constitutes acceptance.

12. SIGNATURES

Provider: Mor Workspace (Mor Investments LLP)

Name: Grace Dilley

Title: Executive Assistant & Systems Co-ordinator

Signature:

Date:

Client:

Name:

Title:

Signature:

Date:

By signing you are confirming that you have authority to act on behalf of the business entering into this agreement.

Schedule 1 – Standard Services and Additional Services

(a) Registered office address (Standard Service)

You may use the virtual office address that you have selected in your order (Virtual Address) as your registered office address at Companies House.

(b) Directors' service address (Additional Service)

You may use the virtual office address that you have selected in your order (Virtual Address) as your Director's service address at Companies House. This service has an additional charge per month.

(c) Meeting room and Co-working desk hire (Additional Service)

Meeting rooms and co-working desks are available during office business hours (any day which is not a weekend day or bank holiday, and between 9am-5.30pm), these can be booked on a pay-as-you-go basis (half-day or full-day). Should you wish to book one, we will provide you with the terms of use of such service. As a Virtual Office Service user you will be entitled to a discount on the total price, to be stipulated at the time of booking at the discretion of the Provider.

(d) Mail collection (Standard Service)

Our Standard Virtual Office plan includes mail collection only, we recommend you collect your mail within 2 weeks from the date it was delivered. Parcels are permitted to be Letterbox size only, if you require parcels larger than this, you will be required to add this as an additional service. Please note that should your mailbox become full so we are unable to insert additional mail, we will charge for an additional mailbox at the price indicated at the time. This additional charge can be withdrawn the following month should the mailbox be emptied. We will send you a notification via email (unless otherwise stipulated) on the day your post arrives, the same day we will ensure that all new mail is placed in your designated mailbox.

We will only accept incoming mail for the company names specified within your welcome email. If you have additional trading names/company name variations, please let us know. Additional charges will apply.

You must notify us of who is authorised to collect your mail.

We have a right to open mail if we suspect it may contain something illegal/is fraudulent.

(e) Mail Scanning and forwarding (Additional Service)

If you select mail forwarding as an Additional Service, all mail (except parcels) delivered to you at the Virtual Address will be scanned and forwarded by email to the email address specified by you during the sign-up process as soon as reasonably possible after receipt at the Virtual Address. In the event that mail delivered to you at the Virtual Address is not addressed in such a way that we are able to verify from the outside packaging that it is addressed to you, we reserve the right to open such mail to determine for whom it is intended. We do not guarantee or assume responsibility for any mail forwarded on your behalf.

Acceptance of delivery of parcels is based on the plan selected at time of sign up and relevant terms above.

If you require mail to be posted to your verified address given at the time of sign-up, we will facilitate this at an additional cost which will include; a) admin charge of £10+ VAT and; b) amount as specific by courier to post. This charge will be added to the next schedule bill automatically.