
TERMS OF SERVICE

BRAZI CONCIERGE LTD

Clear terms for our concierge, administrative, introducer and business support services.

EFFECTIVE DATE	COMPANY NUMBER
5 October 2026	14357470
CONTACT	BUSINESS ADDRESS
info@braziconcierge.com	4th Floor, Silverstream House Fitzroy Street, London, W1T 6EB

01 Introduction

These Terms of Service ("Terms") explain the basis on which Brazy Concierge Ltd ("Brazy Concierge", "we", "us" or "our") provides its website and services.

Please read these Terms before purchasing or requesting a service. When you place an order, accept a quotation or service proposal, or otherwise enter into an agreement with us, these Terms will apply together with any service-specific terms, quotation or written agreement provided to you.

Nothing in these Terms is intended to exclude or restrict any rights or remedies that cannot lawfully be excluded or restricted.

02 Who We Are

Brazy Concierge Ltd is a private limited company registered in England and Wales.

COMPANY	Brazy Concierge Ltd
COMPANY NUMBER	14357470
REGISTERED IN	England and Wales
REGISTERED OFFICE	167-169 Great Portland Street, 5th Floor, London, England, W1W 5PF
BUSINESS & CORRESPONDENCE	4th Floor, Silverstream House, Fitzroy Street, London, W1T 6EB
CONTACT	info@braziconcierge.com

ADDRESS DISTINCTION

Our Registered Office is our statutory company address. General business correspondence should be sent to our Business & Correspondence Address or by email.

03 Our Services

3.1 Concierge & Administrative Support

We provide general concierge and administrative assistance, which may include scheduling, client liaison, document organisation, communication support, virtual assistance and other agreed administrative tasks.

3.2 Professional Introducer Services

We may connect clients with independent third-party service providers relevant to their needs, including:

- Education consultants, education providers and university admission services
- Translation providers
- Wellness, clinic or medical-spa providers
- Property, rental and real-estate professionals
- Financial brokers or other financial-service partners
- Other specialised independent providers relevant to the client's request

IMPORTANT

Unless expressly agreed otherwise and lawfully authorised, Brazy Concierge does not itself provide legal advice, medical treatment, regulated financial advice, immigration advice or other regulated professional services.

3.3 Digital & Business Support

We may provide agreed digital and business support, including brand support, social-media management, content management, administrative digital support and general business-growth assistance. The exact scope will depend on the service purchased or agreed.

3.4 Translation & Document Assistance

We may provide general translation, document organisation and application support. Unless expressly agreed and lawfully permitted, this does not include regulated immigration advice or representation.

3.5 Student & Academic Support

We may assist with university or education applications, academic document preparation and general student support. We do not guarantee admission, funding, visa approval or any decision made by an education provider, public authority or third party.

04 Professional Introducer Services & Client Support

When acting as a professional introducer, Brazy Concierge connects clients with independent third-party service providers ("Partners"). Our role may go beyond making the initial introduction and may include administrative support throughout the service journey.

4.1 What We May Do

- Help identify potentially suitable third-party providers
- Facilitate initial communication between the client and Partner
- Provide administrative and communication support throughout the process
- Assist with document organisation when requested
- Help the client understand administrative next steps
- Provide follow-up support until the relevant service journey is completed

The exact support provided will depend on the service agreed with the client.

4.2 Independent Third-Party Providers

Partners are independent businesses or professionals. Unless expressly stated otherwise, they are not employees, agents or representatives of Brazy Concierge, and Brazy Concierge does not control their professional decisions, internal processes or performance.

The client may be required to enter into a separate agreement directly with the Partner. The Partner's own terms, privacy notice, prices, eligibility requirements and professional obligations may apply.

4.3 What We Do Not Guarantee

Unless expressly agreed in writing, Brazy Concierge does not:

- Deliver or perform the independent Partner's professional service
- Provide legal, regulated financial, medical, real-estate or immigration advice
- Guarantee an approval, admission, application outcome, financial outcome, property outcome or other result
- Guarantee a third party's processing time or decision
- Control the acts, omissions or professional decisions of an independent Partner

Nothing in this section removes any responsibility that Brazy Concierge itself has under applicable law for the services that Brazy Concierge directly agrees to provide.

05 Client Responsibilities

To enable us to provide services efficiently, you agree to:

- Provide information that is accurate and complete to the best of your knowledge
- Provide requested documents and instructions within a reasonable time
- Tell us promptly if information relevant to the service changes
- Use our website and services only for lawful purposes
- Not misuse, misrepresent or fraudulently use our services
- Review important documents, quotations, contracts and information before approving or submitting them
- Comply with the applicable terms of independent third-party providers you choose to engage
- Make your own decision about whether an independent Partner is suitable for you

You remain responsible for checking information before signing contracts, making declarations or submitting information to a third party or public authority, unless a specific written agreement states otherwise.

06 Prices, Payments & Third-Party Charges

The price and scope of a Brazi Concierge service will be communicated before the service begins, through a quotation, invoice, service description, written message or other agreed communication.

Unless stated otherwise, fees charged by independent Partners, public authorities, education providers, application bodies, couriers or other third parties are separate from Brazi Concierge's fees.

Where a payment schedule, deposit or advance payment applies, this will be communicated before the client commits to the relevant service.

07 Cancellations & Refunds

Cancellation and refund rights depend on the type of service, how the contract was entered into, whether work has begun, and whether the client is acting as a consumer or in the course of a business.

Where applicable law gives a consumer a statutory cancellation, refund, repeat-performance, price-reduction or other remedy, nothing in these Terms removes or restricts that right.

If you ask us to begin providing a service during any applicable statutory cancellation period, we may ask for your express request or consent before work begins. If you later cancel where the law permits cancellation, you may be required to pay a reasonable amount for services properly supplied up to the point of cancellation, where permitted by law.

For services outside any applicable statutory cancellation right, or after that right has expired, any refund will be assessed fairly by reference to the circumstances, including:

- The work already completed by Brazi Concierge
- Reasonable costs already incurred specifically for the service
- Any non-refundable third-party charges that were clearly disclosed and properly incurred
- The terms of any service-specific agreement

Where Brazi Concierge is legally required to provide a refund or other remedy, the applicable legal right will take priority over any inconsistent wording in these Terms.

08 Service Timing & Communication

Where a specific completion date or timetable is agreed, we will use reasonable care to work within it. Where no specific time is agreed, we will aim to provide the service within a reasonable time having regard to the nature of the service and any dependency on the client or third parties.

Third-party processing times and decisions may be outside our control. Where a material delay affecting our own service becomes known, we will take reasonable steps to communicate it to the client.

09 Liability

Brazi Concierge will provide its own services with reasonable care and skill where required by law.

Because independent Partners control their own services and professional decisions, Brazi Concierge is not responsible for a Partner's independent acts, omissions or decisions merely because we introduced the client to that Partner. This does not exclude responsibility for anything Brazi Concierge itself is legally responsible for.

To the extent permitted by law, we do not guarantee specific outcomes arising from an introduction, application, third-party decision or service where that outcome is outside our control.

STATUTORY RIGHTS

Nothing in these Terms excludes or limits liability where it would be unlawful to do so, or removes statutory rights and remedies that cannot lawfully be excluded or restricted.

10 Intellectual Property

Unless otherwise stated, website content, original written materials, branding and other intellectual property created or owned by Brazi Concierge are owned by Brazi Concierge or used under licence.

You may use materials supplied to you for the purpose for which they were provided. You may not reproduce, republish, sell, distribute or commercially exploit our protected content without permission, except where the law permits.

11 Privacy & Personal Data

We process personal data in accordance with our Privacy Policy and applicable data protection law. Where a service requires information to be shared with an independent Partner, the Partner may process that information under its own privacy notice and as a separate data controller.

Please review our Privacy Policy for information about the personal data we collect, our lawful bases, sharing, retention, international transfers and your data protection rights.

12 Suspension or Termination

We may suspend or end a service where there is a reasonable and legitimate reason to do so, including where:

- A client provides materially false, fraudulent or misleading information
- A client uses or attempts to use our services unlawfully
- There is abusive, threatening or seriously inappropriate conduct
- Required information or payment is not provided after reasonable notice
- Continuing the service would be unlawful, unsafe, impossible or materially outside the agreed scope

Where appropriate, we will give reasonable notice and an opportunity to resolve the issue before termination.

Immediate suspension or termination may be necessary where there are serious legal, safety, fraud or abusive-conduct concerns.

Any payment or refund consequences following termination will be handled in accordance with the service provided, these Terms and applicable law.

13 Complaints

If you are dissatisfied with a Brazi Concierge service, please contact us as soon as reasonably possible at info@braziconcierge.com and explain the issue. We will review the matter and aim to respond fairly and within a reasonable time.

Making a complaint does not affect any statutory rights or other remedies available to you.

14 Changes to These Terms

We may update these Terms from time to time to reflect changes in our services, business practices or applicable law.

Updated Terms will be published with a revised effective date. Changes will not retrospectively remove rights or materially alter an existing client's agreed service without a lawful and fair basis. Where a material change affects an ongoing service, we will communicate it where reasonably required.

15 Governing Law & Jurisdiction

These Terms are governed by the laws of England and Wales.

If you are a consumer, you may also have mandatory legal rights concerning where proceedings can be brought, including rights arising from the part of the United Kingdom in which you live. Nothing in this section is intended to remove those mandatory rights.

16 Contact Us

GENERAL ENQUIRIES & SERVICE SUPPORT

Brazi Concierge Ltd
Email: info@braziconcierge.com

Business & Correspondence Address
4th Floor, Silverstream House
Fitzroy Street, London, W1T 6EB

Registered Office (statutory address)
167-169 Great Portland Street, 5th Floor, London, England, W1W 5PF.

These Terms should be read together with any quotation, invoice, service-specific agreement, Privacy Policy or other terms expressly provided for the service you purchase.