

TERMS OF SERVICE – Brazi Concierge LTD

Last Updated: 08/12/25

1. Introduction

These Terms of Service (“Terms”) outline the rules for using the website and services provided by Brazi Concierge LTD (“we”, “us”, “our”). By using our website or requesting our services, you agree to these Terms.

2. Who We Are

Brazi Concierge LTD

Company No.: **14357470**

Registered Office: 167–169 Great Portland Street, 5th Floor, London, England, W1W 5PF

Contact: info@braziconcierge.com

3. Our Services

We provide:

3.1 Concierge & Administrative Support

General assistance, scheduling, document support, and client-facing administrative tasks.

3.2 Professional Introducer Services

We help connect clients with third-party providers, such as:

- Education consultants and university admission services
- Translation providers
- Wellness & medical spa services
- Real estate professionals (rentals, agencies, etc.)
- Financial or broker-related partners

- Other specialized service providers relevant to the client's request

Important:

We do **not** provide legal advice, medical treatment, financial advice, or regulated professional services.

3.3 Digital & Business Support (Non-SEO)

Support with:

- Brand development
- Social media management
- Content management
- Business growth assistance

3.4 Translation & Document Assistance

General translation, document organization, and application support (excluding immigration applications).

3.5 Student & Academic Support

Assistance with university applications, academic document preparation, and general student guidance (non-visa).

4. Professional Introducer Services & Client Support

Brazi Concierge LTD acts as a **Professional Introducer**, connecting clients with independent third-party service providers ("Partners"). While we are not the final service provider, our role goes beyond making an introduction.

4.1 What We Do

As part of our introducer service, we:

- Help identify suitable third-party providers
- Facilitate initial communication
- Provide administrative support throughout the process

- Assist with document organization when requested
- Keep clients informed about next steps
- Offer support and guidance **until the service is completed**

This ongoing support is a distinctive element of our service and is intended to make the client's experience clearer, smoother, and more organized.

4.2 What We Do NOT Do

Even though we accompany the process, Brazi Concierge LTD does **not**:

- Deliver or perform the third-party service
- Provide legal, financial, medical, real estate, or immigration advice
- Guarantee results, outcomes, approvals, or timelines
- Control decisions or operations of third-party providers
- Act as an agent, representative, or manager of the third-party provider
- Assume liability for the acts, omissions, errors, or performance of third-party providers

Each Partner remains **fully and independently responsible** for the service they provide.

4.3 Client Responsibility

Clients retain full responsibility for:

- Reviewing contracts, terms, and pricing provided by third parties
 - Deciding whether to engage with a Partner
 - Verifying the qualifications or certifications of the third party
 - Making payments directly to the third-party provider when applicable
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5. Client Responsibilities

You agree to:

- Provide accurate information
 - Use our services lawfully
 - Not misuse or misrepresent our services
 - Respect third-party provider terms when referred
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6. Payments & Refunds

All pricing will be communicated before service begins.

Refunds, when applicable, depend on:

- Work already completed
- Third-party provider policies
- Specific service agreements

Administrative or concierge services already delivered are generally **non-refundable**.

7. Liability

To the fullest extent permitted by law, Brazi Concierge LTD:

- Is not liable for decisions made by third-party providers
- Is not responsible for financial, professional, medical, legal, or real estate outcomes
- Does not guarantee specific results from introductions or concierge support
- Is not responsible for indirect or consequential losses

Nothing in these Terms excludes liability where prohibited by law.

8. Intellectual Property

All content on our website is owned by Brazi Concierge LTD or licensed to us. You may not copy, reuse, or distribute content without permission.

9. Termination

We may suspend or terminate services if:

- A client provides false or misleading information
 - A client behaves abusively or unlawfully
 - Obligations cannot be met safely or reasonably
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10. Changes to These Terms

We may update these Terms when necessary. Updates will be published on this page.

11. Governing Law

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