TERMS OF BUSINESS
The Sutton Young Design Partnership Limited
Trading as SY London

1. DEFINITIONS AND BASIS OF APPOINTMENT
1.1 These Terms of Business govern the provision of services by The Sutton Young Design Partnership Limited, trading as SY London (referred to as "SY", "we", "us" or "our"), to the person, company or organisation appointing SY (referred to as the "Client").

1.2 The following definitions apply:
Agreement: The contract between SY and the Client, comprising the accepted Proposal, these Terms of Business and any subsequent written amendments agreed by both parties.

Proposal: Any written quotation, estimate, scope of work, fee proposal, appointment letter or other document issued by SY setting out the proposed Services.

Services: The strategic, creative, consultancy, design, marketing, production, digital or other services described in the Proposal.

Deliverables: The specific materials, creative outputs or other work to be provided by SY under the Agreement.

Client Materials: Information, content, artwork, specifications, data, imagery, documents or other materials supplied or authorised by the Client.

Additional Services: Work requested or required beyond the scope, assumptions or agreed revision allowances set out in the Proposal.

Third-Party Costs: Costs associated with external suppliers, licences, production, photography, CGI, film, printing, hosting, software, media or other services procured for the project.

Intellectual Property Rights: All copyright, design rights, trade marks, database rights, patents, rights in confidential information, know-how and other intellectual property rights, whether registered or unregistered, anywhere in the world.

Business Day: Any day other than a Saturday, Sunday or public holiday in England.

1.3 A Proposal does not constitute a binding offer until accepted by SY. The Agreement comes into effect when SY confirms the Client's acceptance in writing, including by email, or when the parties otherwise expressly agree in writing to commence the Services.

1.4 The Agreement applies to the exclusion of any conflicting terms issued by the Client, unless SY expressly acceptsthose terms in writing.

1.5 Where there is any inconsistency, the order of precedence shall be:
Any specific written amendments agreed by both parties.
The accepted Proposal.
These Terms of Business.

1.6 Any variation to the Agreement must be agreed in writing by authorised representatives of both parties.

1.7 The Agreement is made between businesses acting in the course of their commercial activities and is not intended to govern consumer transactions.

2. SCOPE OF SERVICES
2.1 SY shall provide the Services with reasonable care, skill and diligence, in accordance with the agreed Proposal and the professional standards reasonably expected of a specialist creative agency.

2.2 The Proposal shall define the scope of the appointment, including, where applicable, the Deliverables, fees, timetable, assumptions, responsibilities and included rounds of creative development or amendment.

2.3 Services or Deliverables not expressly included in the Proposal are excluded unless subsequently agreed in writing.

2.4 SY may use its employees, consultants, freelancers, specialist partners and subcontractors in delivering the Services. SY shall remain responsible for the performance of its contractual obligations, subject to the provisions of the Agreement.

2.5 SY shall exercise reasonable professional judgement in determining the methods, resources and processes used to deliver the Services.

2.6 Any named personnel identified within a Proposal shall represent the intended project team. SY may make reasonable substitutions where necessary, ensuring that appropriately qualified and experienced personnel remain responsible for delivering the Services.

2.7 Unless expressly agreed otherwise, SY does not provide legal, architectural, planning, structural, financial, investment, valuation or other regulated professional advice.

3. CREATIVE DEVELOPMENT, APPROVALS CLIENT RESPONSIBILITIES
3.1 The Client shall appoint an authorised representative responsible for providing consolidated instructions, feedback and approvals.

3.2 The Client shall supply accurate, complete and timely information, materials, specifications and decisions reasonably required for the Services.

3.3 Where the Proposal provides for a defined number of creative concepts, presentations, revisions or amendments, work exceeding those allowances may constitute Additional Services.

3.4 SY shall be entitled to rely upon written approvals given by the Client's authorised representative.

3.5 Once a creative direction, strategy, design, specification, proof or other Deliverable has been approved, any subsequent Client-requested alteration may be subject to additional fees and adjustments to the agreed timetable.

3.6 The Client shall be responsible for checking and approving the factual, technical, legal and commercial accuracy of all materials submitted for approval. This includes, where applicable:

Building measurements, floor areas and accommodation schedules. Plans, specifications and architectural information.
Planning status, sustainability credentials and certifications.
Leasing terms, availability and commercial particulars.
Legal notices, disclaimers and regulatory statements.
Contact details, names, titles and factual claims.
Final copy, imagery and proofs.

3.7 SY remains responsible for exercising reasonable care and skill in preparing the Deliverables. Client approval does not relieve SY of liability for its own negligence or failure to meet the agreed requirements.

3.8 The Client warrants that it has the necessary rights, permissions and authority to provide the Client Materials and authorise their use in connection with the Services.

3.9 The Client shall indemnify SY against third-party claims arising from infringement or unlawful use of Client Materials supplied or expressly authorised by the Client, except to the extent caused by SY's unauthorised use, modification or negligence. This indemnity shall extend only to reasonable losses, liabilities and costs resulting from such claims.

4. ADDITIONAL SERVICES AND CHANGES IN SCOPE
4.1 Any material change to the agreed scope, Deliverables, specifications, timetable or assumptions may result in additional fees.

4.2 Additional Services may include, without limitation:
Additional creative routes, presentations or concepts.
Amendments beyond the agreed revision allowances.
Changes to previously approved work.
Revisions resulting from changes in architectural information, building design, floor plans or specifications.
Additional CGI views, animations, film edits or photography.
Additional formats, applications, campaign assets or marketing materials.
Additional meetings, consultations or presentations beyond the agreed scope.
Work arising from revised instructions or requirements introduced after commencement.

4.3 SY shall notify the Client where it reasonably considers that requested work falls outside the agreed scope and shall provide an estimate or fee proposal where practicable.

4.4 Additional Services shall be undertaken following written agreement, including by email, on the scope and associated fees or charging basis.

4.5 Where a change affects the project programme, SY shall advise the Client of the anticipated implications and agree revised timings where reasonably practicable.

4.6 Changes requested by the Client shall not oblige SY to undertake additional work without an appropriate agreement on the associated fees and programme.

4.7 Work required to rectify SY's failure to meet the agreed specification or its obligation to exercise reasonable care and skill shall not be treated as Additional Services.

5. FEES, EXPENSES AND PAYMENT
5.1 Fees shall be as set out in the accepted Proposal and shall be exclusive of VAT and other applicable taxes unless expressly stated otherwise.

5.2 Unless otherwise agreed in writing, the Client shall pay:
25% of the agreed professional fees upon commencement of the appointment. The remaining 75% invoiced in monthly instalments over the estimated project duration as specified in the approved Proposal.

5.3 For larger or multi-phase appointments, SY may agree an alternative staged or monthly payment schedule, as detailed in the Proposal.

5.4 The commencement payment shall be credited against the agreed fees and shall be non-refundable to the extent that it represents work performed, resources reasonably committed or costs properly incurred. Any unearned balance shall be dealt with under Clause 12.

5.5 All invoices shall be payable within 30 calendar days of the invoice date, unless otherwise expressly agreed in writing.

5.6 Fees for completed stages or milestones shall become invoiceable in accordance with the agreed payment schedule. A delay in a subsequent stage shall not defer payment for a stage already completed.

5.7 Where completion or delivery is delayed by the Client for more than 20 Business Days after SY has requested information, feedback, approval or another necessary action, SY may invoice for work completed and properly incurred costs to date, following written notice.

5.8 The Client shall notify SY in writing of any genuine invoice dispute within five Business Days of receipt, providing reasonable details of the amount and grounds disputed. The parties shall seek to resolve the matter promptly and in good faith.
All undisputed amounts shall remain payable on the original due date.

5.9 Reasonable expenses and Third-Party Costs shall be chargeable where included in the Proposal or otherwise approved by the Client. Material expenses not previously identified shall require the Client's approval.

5.10 SY may require advance payment of Third-Party Costs or other externally committed expenditure.

5.11 SY may charge interest and recover compensation and reasonable recovery costs on overdue commercial debts to the extent permitted by the Late Payment of Commercial Debts (Interest) Act 1998 and applicable legislation.

5.12 Where an undisputed payment remains overdue, SY may suspend the Services upon giving the Client seven calendar days' written notice, unless payment is received within that period.

5.13 Any suspension arising from overdue payment may result in revised delivery dates and reasonable additional costs associated with the suspension and recommencement of the Services.

5.14 Unless otherwise agreed, SY shall have no obligation to release final Deliverables or transfer Intellectual Property Rights before the relevant sums due under the Agreement have been paid in full.

6. PROJECT TIMINGS, DELAYS AND SUSPENSION

6.1 SY shall use reasonable endeavours to meet agreed project milestones and delivery dates.

6.2 Unless expressly agreed otherwise in writing, project timetables are estimates based on the assumptions, dependencies and Client responsibilities identified in the Proposal. Time shall not be of the essence.

6.3 SY shall not be responsible for delays arising from:
Late instructions, information or approvals.
Incomplete or inaccurate Client Materials.
Changes to the agreed scope or brief.
Revisions to architectural, technical or project information.
Delays caused by Client's appointed consultants or contractors.
Circumstances outside SY's reasonable control.

6.4 Where such circumstances affect the Services, SY shall be entitled to a reasonable adjustment to the delivery programme and shall notify the Client of material implications as soon as reasonably practicable.

6.5 Where a project is suspended or materially delayed by the Client, SY may charge for work completed, properly incurred expenses and reasonable additional costs associated with rescheduling, maintaining committed resources or recommencing the project.

6.6 Where a Client-directed suspension continues for more than 30 calendar days, either party may request a review of the scope, timetable, fees and resources required to complete the appointment.

6.7 Where a Client-directed suspension continues for morethan 60 calendar days, SY may terminate the affected Services on 14 calendar days' written notice if the parties have been unable to agree a reasonable programme for recommencement.

6.8 SY shall take reasonable steps to mitigate avoidable costs and delays.

7. INTELLECTUAL PROPERTY AND OWNERSHIP

7.1 Except as expressly provided in this clause, all Intellectual Property Rights existing before the Agreement, or developed independently of the Services, shall remain the property of their respective owners.

7.2 Subject to full payment of all amounts due for the relevant Deliverables, SY assigns to the Client, with full title guarantee and for the full period of protection, all Intellectual Property Rights owned by SY in the final, approved, bespoke Deliverables expressly identified in the Proposal as being created for the Client, excluding the materials and rights reserved under clauses 7.4 to 7.8.

7.3 To the extent permitted by applicable law, the assignment in clause 7.2 shall include the right to use, reproduce, adapt, distribute and exploit the assigned Deliverables worldwide, and to transfer those rights to successors in ownership, including purchasers of the relevant business or property.

7.4 SY shall retain all rights in:
Preliminary creative concepts, designs, ideas and approaches not selected or commissioned as final Deliverables.
Unused naming options, propositions, identities and campaign concepts.
Pre-existing Intellectual Property Rights, proprietary materials, templates and processes.
Strategic methodologies, expertise, skills, know-how and working practices.
General tools, reusable components, design systems and production methods not created exclusively for the Client.
Internal working documents, sketches, drafts and development materials not expressly included in the agreed Deliverables.

7.5 Where any retained SY Intellectual Property Rights are incorporated into final Deliverables, SY grants the Client, subject to full payment, a perpetual, worldwide, non-exclusive, royalty-free licence to use, reproduce and adapt those elements to the extent reasonably necessary to exploit the final Deliverables for their intended purposes. This licence may be transferred with the relevant Deliverables, business or property.

7.6 Third-party materials, including fonts, stock images, music, photography, video footage, software, plugins, digital assets and other licensed content, shall remain subject to the rights and terms of their respective owners or licensors.

7.7 Unless expressly included in the Proposal, the transfer or delivery of final Deliverables does not include an obligation to provide editable source files, layered artwork, raw footage, original production files, software source code, CGI scene files, working models or other underlying materials.

7.8 Where such materials are specifically agreed for delivery, their supply shall remain subject to applicable third-party licences, technical limitations and any agreed additional charges.

7.9 All rights in Client Materials shall remain with the Client or the relevant rights holder. The Client grants SY a non-exclusive, royalty-free licence to use such materials solely as necessary to perform the Services and meet its obligations under the Agreement.

7.10 SY shall be entitled to retain copies of project records and Deliverables for legitimate record-keeping, regulatory, insurance and professional purposes, subject to confidentiality and data protection obligations.

7.11 SY shall not be obliged to assign or license any Intellectual Property Rights that it does not own or have authority to license.

7.12 Where any applicable assignment requires additional formalities, the parties shall execute reasonable documentation necessary to give effect to the agreed transfer of rights.
The assignment provisions shall be executed or electronically signed by an authorised representative of SY in compliance with applicable legal requirements.

7.13 Any waiver of moral rights shall be limited to that reasonably required for the Client's lawful use and adaptation of the final commissioned Deliverables. SY shall obtain appropriate consents or waivers from its contributors where legally necessary and reasonably practicable. No waiver shall be implied in relation to unused work or third-party materials.

8. NAMING, BRAND PROTECTION AND THIRD-PARTY RIGHTS

8.1 Where the Services include naming, brand creation, identity development or campaign concepts, SY shall apply reasonable professional care and skill in developing recommendations appropriate to the agreed brief.

8.2 Unless expressly included in the Proposal, the Services do not include formal trade mark searches, legal clearance, registration, intellectual property litigation searches or legal opinions concerning the availability or protectability of proposed names, identities, straplines or other creative work.

8.3 SY may undertake preliminary research or informal availability checks as part of the creative process. Such checks do not constitute legal clearance or a guarantee of exclusive use.

8.4 Before adopting or registering any proposed name, identity or other brand element, the Client shall be responsible for obtaining appropriate legal advice and confirming its suitability for the intended territories, categories and uses.

8.5 SY does not warrant that any proposed name, identity, domain name or other brand element will be registrable, exclusively available or free from challenge by third parties.

8.6 Where the Client specifically commissions formal clearance or registration services, the scope and responsibility for such services shall be separately agreed.

9. THIRD-PARTY SUPPLIERS AND PRODUCTION

9.1 SY may engage external specialists, suppliers and production partners to deliver the Services, including photographers, film-makers, CGI artists, developers, illustrators, printers and other professional contributors.

9.2 Where SY engages third parties as its subcontractors, SY shall remain responsible for their work to the extent required by the Agreement.

9.3 Where the Client contracts directly with a third-party supplier, that supplier shall ordinarily be responsible to the Client under its own contract. SY shall not be responsible for that supplier's acts or omissions unless expressly agreed or arising from SY's own negligence.

9.4 Third-Party Costs shall be agreed or authorised by the Client before commitment, except where already included in an approved budget or Proposal.

9.5 SY may apply an agreed management or production fee to third-party services, as disclosed in the Proposal or otherwise agreed in writing.

9.6 The Client shall remain responsible for properly authorised, non-cancellable third-party commitments where the relevant project is amended, suspended or cancelled.

9.7 Third-party products and services, including hosting, software platforms, stock libraries, media platforms and other external technologies, may be subject to separate licence terms or service conditions.

9.8 SY shall not be responsible for interruptions or failures of independent third-party services outside its reasonable control, provided SY has exercised reasonable care and skill in fulfilling its own responsibilities.

10. CONFIDENTIALITY, PUBLICITY AND CASE STUDIES

10.1 Each party shall keep confidential all non-public commercial, financial, strategic, technical or other information received from the other party in connection with the Agreement.

10.2 Confidential information shall not be disclosed to third parties except:
To employees, professional advisers, consultants or subcontractors who reasonably require access for the Services and are subject to appropriate confidentiality obligations.
With the prior written consent of the disclosing party.
Where disclosure is required by law, regulation or an appropriate authority.

10.3 These obligations shall not apply to information that is lawfully in the public domain, already lawfully known to the receiving party, independently developed without use of confidential information or lawfully received from a third party without restriction.

10.4 Confidentiality obligations shall continue for three years following completion or termination of the Agreement. Trade secrets and information that remains commercially sensitive shall continue to be protected for as long as that information remains confidential and legally protectable.

10.5 SY shall not publicly disclose confidential or unannounced projects, transactions, occupier information, leasing strategies or other commercially sensitive matters without appropriate Client authorisation.

10.6 Following public launch or release of a project, SY may identify the project and include publicly available final Deliverables within its credentials, portfolio, website, award submissions, social media and promotional materials, provided that such use does not disclose confidential information or breach any specific written restriction agreed with the Client.

10.7 Where the Client has identified a project as confidential or subject to publicity restrictions, SY shall obtain written permission before using the project for promotional purposes.

10.8 Nothing in this clause shall transfer Intellectual Property Rights or override applicable third-party licences.

11. DATA PROTECTION, DIGITAL SERVICES AND TECHNOLOGY

11.1 Each party shall comply with applicable data protection and privacy legislation, including the UK GDPR, the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003, and applicable amendments or successor legislation.

11.2 Each party shall act as an independent controller in respect of personal data processed for its own business administration and contractual relationship management.

11.3 Where SY processes personal data on behalf of the Client as a processor, the parties shall enter into an appropriate written data processing agreement or schedule before such processing begins. This shall address the subject matter, duration, nature and purpose of processing, categories of personal data and individuals, documented instructions, security, confidentiality, sub-processors, assistance, international transfers, audits and end-of-contract arrangements.

11.4 SY shall implement appropriate technical and organisational measures to protect personal data processed in connection with the Services, taking into account the nature of the data and the risks presented by the processing.

11.5 Any restricted international transfer of personal data shall be undertaken only in accordance with applicable UK data protection legislation and the relevant contractual arrangements.

11.6 Where SY develops or maintains websites, digital platforms or other online services, the Proposal shall specify the relevant responsibilities for hosting, domain registration, maintenance, updates, support, analytics, accessibility, security and ongoing technical services.

11.7 Unless expressly included in the Proposal, ongoing hosting, technical maintenance, monitoring, cybersecurity services, legal compliance audits and software upgrades are excluded.

11.8 The Client shall remain responsible for the legal and commercial accuracy of its own published privacy notices, marketing consents, cookie information and other regulatory disclosures, unless SY has been specifically appointed to procure or provide specialist compliance advice.

11.9 SY may use contemporary digital tools, automation and AI-assisted technologies to support research, administration, creative exploration and production, subject to appropriate professional judgement, confidentiality and applicable law.

11.10 SY shall not knowingly upload the Client's confidential information or personal data into public AI systems for unrestricted model training without appropriate authorisation and safeguards.

11.11 Where AI-generated content forms a material part of a commissioned final Deliverable, SY shall exercise reasonable professional judgement concerning its suitability, quality and applicable intellectual property or licensing restrictions. Any material use requiring specific Client approval shall be identified and agreed.

11.12 SY does not warrant that content generated or assisted by third-party AI systems will attract the same intellectual property protection as wholly human-created work, except to the extent expressly agreed and legally supportable.

12. CANCELLATION, TERMINATION AND CONSEQUENCES

12.1 The Agreement shall continue until the Services are completed, unless terminated earlier in accordance with }its terms.

12.2 Either party may terminate the Agreement immediately by written notice where the other party commits a material breach and fails to remedy that breach within 14 calendar days of receiving written notice specifying the breach and requiring it to be remedied.

12.3 Either party may terminate immediately by written notice where the other party enters insolvency proceedings, ceases trading or becomes unable to meet its financial obligations, subject to any applicable statutory restrictions.

12.4 The Client may cancel or terminate the Services for convenience by giving written notice to SY. Unless a different cancellation arrangement is agreed in the Proposal, the Client shall remain liable for:
Fees for Services properly performed up to the effective termination date.
Reasonable work in progress and resources already committed to the appointment that cannot reasonably be reallocated.
Approved, non-cancellable Third-Party Costs.
Reasonable, evidenced costs directly arising from cancellation or demobilisation.

12.5 Any cancellation charges shall be proportionate, shall not duplicate fees already charged and shall take account of costs reasonably avoided by SY.

12.6 Where the Agreement provides for ongoing retainer Services, either party may terminate those Services on 30 calendar days' written notice unless otherwise specified in the Proposal.

12.7 SY may terminate the Agreement on 14 calendar days' written notice where an undisputed payment remains overdue and the Client has failed to remedy the non-payment within that notice period.

12.8 Upon termination:

SY shall cease the affected Services in an orderly manner.
The Client shall pay all properly due and outstanding amounts.
SY shall provide completed, paid-for Deliverables and any other materials it is contractually obliged to deliver.

Each party shall return or securely dispose of the other's confidential materials upon reasonable written request, subject to applicable retention obligations.

The parties shall cooperate reasonably to conclude outstanding matters and minimise avoidable costs.

12.9 Where the Agreement terminates before completion, ownership of, and rights to use, partially completed work shall be determined by the relevant intellectual property provisions and any written agreement on payment and handover.

12.10 Termination shall not affect accrued rights, liabilities or provisions intended to survive termination, including those relating to payment, intellectual property, confidentiality, data protection, liability and dispute resolution.

13. LIABILITY AND PROFESSIONAL RESPONSIBILITY

13.1 SY shall perform the Services with reasonable care and skill.

13.2 Nothing in the Agreement shall exclude or limit liability for:
Death or personal injury caused by negligence.
Fraud or fraudulent misrepresentation.
Any other liability that cannot lawfully be excluded or limited.

13.3 Subject to clause 13.2, SY's total aggregate liability arising out of or in connection with an Agreement, whether in contract, tort (including negligence), breach of statutory duty or otherwise, shall not exceed 100% of the professional fees paid or payable to SY under the relevant Agreement, excluding VAT and Third-Party Costs.

13.4 Subject to clause 13.2 and to the extent permitted by law, neither party shall be liable to the other for indirect or consequential losses, or for loss of profit, anticipated savings, business opportunity or goodwill, except in respect of amounts expressly payable under the Agreement or liabilities expressly preserved by it.

13.5 SY shall not be responsible for losses, delays or defects to the extent directly caused by inaccurate Client Materials, unauthorised third-party modifications, Client instructions given against SY's written professional advice or matters outside SY's reasonable control.

13.6 SY does not guarantee any particular commercial outcome from the Services, including leasing performance, occupancy levels, sales, marketing engagement, investment value, planning outcomes or other results dependent on third-party or market factors.

13.7 The Client acknowledges that marketing, creative and strategic recommendations may involve professional judgement and that commercial decisions remain the responsibility of the Client.

13.8 Neither party shall be liable for failure to perform an obligation to the extent caused by an event beyond its reasonable control, excluding payment obligations for sums already due. The affected party shall notify the other promptly and take reasonable steps to mitigate the impact.

13.9 If such an event prevents substantial performance for more than 60 consecutive days, either party may terminate the affected Services by giving 14 calendar days' written notice. Fees and costs properly incurred up to termination shall remain payable.

13.10 Each party shall take reasonable steps to mitigate losses arising from any breach of the Agreement.

14. GENERAL PROVISIONS

14.1 Entire Agreement. The Agreement constitutes the entire agreement between the parties concerning the Services and supersedes previous discussions, proposals or representations relating to the same subject matter, except in cases of fraud.

14.2 Variation. No material amendment shall be binding unless agreed in writing by authorised representatives of both parties.

14.3 Assignment. Neither party may assign or transfer its rights or obligations under the Agreement without the other party's prior written consent, such consent not to be unreasonably withheld or delayed. This shall not prevent the transfer of Intellectual Property Rights expressly permitted under clause 7.

14.4 Independent Contractors. The parties are independent contractors. Nothing in the Agreement creates a partnership, joint venture, employment relationship or authority for either party to bind the other.

14.5 Non-solicitation. During the Agreement and for six months following its termination, neither party shall knowingly solicit for employment or engagement any employee of the other party who has been materially involved in the Services, without the other party's prior written consent. This restriction shall not apply to general recruitment advertising or approaches initiated independently by the individual concerned.

14.6 Notices. Formal contractual notices shall be given in writing by email to the authorised contractual contact specified in the Proposal or by post to the relevant party's registered office or agreed business address. Email notices shall be deemed received on the next Business Day following transmission, provided no delivery failure notification has been received.

14.7 Severability. If any provision is found to be unlawful, invalid or unenforceable, the remaining provisions shall continue in effect to the fullest extent permitted by law.

14.8 Waiver. A failure or delay by either party to exercise any right shall not constitute a waiver of that right.

14.9 Third-Party Rights. No person who is not a party to the Agreement shall have any right to enforce its terms under the Contracts (Rights of Third Parties) Act 1999, except where expressly provided.

14.10 Dispute Resolution. In the event of a dispute, the parties shall first seek to resolve the matter through good-faith discussions between senior representatives. If the dispute remains unresolved, either party may propose mediation before commencing proceedings, without preventing applications for urgent relief or actions necessary to preserve legal rights.

14.11 Governing Law. The Agreement and any dispute or claim arising from it shall be governed by the laws of England and Wales.

14.12 Jurisdiction. The courts of England and Wales shall have exclusive jurisdiction, subject to any mediation or alternative dispute resolution process expressly agreed by the parties.

THE SUTTON YOUNG DESIGN PARTNERSHIP LIMITED
Trading as SY London

These Terms of Business apply to business-to-business appointments and should be read in conjunction with the relevant accepted Proposal. They are subject to any specific written amendments agreed between SY London and the Client.

Version: November 2026