



Business Solutions · Travel Planning · Interpreting

## Terms of Sale: Surivon UK

**Effective Date:** 15/02/2026

**Founder:** Mr. Wagner Victor dos Santos Penteadó, trading as Surivon UK

**Website:** [www.surivonuk.co.uk](http://www.surivonuk.co.uk)

**Email:** [contact@surivonuk.co.uk](mailto:contact@surivonuk.co.uk)

Surivon UK (“we”, “our”, “us”) provides professional interpreting, travel planning, and business support services. By accessing or using our services, the client agree to the following Terms of Sale.

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### Services Provided

#### Sales Support & Lead Generation

- Prospect research, lead generation, appointment setting, and administrative support.
- Surivon UK does not guarantee revenue, sales conversions, or business outcomes.

#### Travel Planning

- Travel research, route suggestions, and logistics advice.
- Surivon UK is not responsible for decisions made by airlines, embassies, or authorities.
- All travel is at the client’s own risk.

#### Interpreting Services

- On-site or remote interpretation for meetings, appointments, or events.
- Surivon UK interpreters do not provide medical, legal, or financial advice.

- Interpretation is literal; Surivon UK is not responsible for decisions made based on interpreted content.
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## **Pricing and Payment**

- All future purchases will be subject to current pricing at the time of booking.
  - Payment must be completed before service delivery unless otherwise agreed.
  - Late or failed payments may result in cancellation without refund.
  - Hourly services are billed from the agreed start time, including client delays.
  - Surivon UK reserves the right to adjust its prices at any time, including increases or decreases, due to factors such as changes in operational costs, market conditions, taxes, inflation, or annual price reviews. Any updated prices will apply only to new bookings and future purchases.
  - Customers who have already purchased a service, package, or product will not be affected by any subsequent price changes.
  - All confirmed purchases will remain at the price originally agreed at the time of booking, and no additional fees or adjustments will be applied retrospectively.
  - Any future price changes will be clearly communicated on the Surivon UK website and will apply solely to new clients or new orders placed after the update.
  - To facilitate service bookings, Surivon UK uses third-party platforms, including BookingPress. These platforms may collect and process client information, such as name, email, phone number, and booking details, solely to enable the delivery of services.
  - All third-party providers are required to handle data in compliance with the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR). By using our services, clients consent to this processing of their data by Surivon UK and its trusted third-party service providers.
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## **Payment Instructions**

### **1. Payment Methods Accepted**

Surivon UK accepts the following payment methods:

- Bank transfer (UK and international transfers)
- Debit or credit card (where applicable)
- PayPal Account
- Online payment links (Wise)
- Invoice-based payments for business clients

- Other securely directly through the Surivon UK website.
2. Payment Terms
    1. All invoices must be paid in full before the service begins, unless agreed otherwise in writing.
    2. The customer is responsible for ensuring that the correct payment amount is transferred.
    3. For bank transfers, please include the full name or company name and invoice number as the payment reference.
    4. Payments shall be made via bank transfer or other approved method specified by the Service Provider (Visa, Mastercard, American Express, Discover, JCB, Union Pay, PayPal, Google Pay, and Apple Pay). The Client is responsible for any transaction or currency conversion fees.
    5. For international payments involving currency conversion, exchange rates and fees may be applied by the payment provider of the client's bank.
    6. Bank Transfer Details
      - Account name: Wagner Victor dos Santos Penteadó
      - Sort code: 23-14-70
      - Account number: 59424912
      - Bank: Wise Payments Limited
      - Reference: Use the invoice number
      - IBAN: GV06 TRWI 2314 7059 4249 12 (Can receive GBP and other currencies)
      - Swift/BIC: TRWIGB2LXXX (Only used for international Swift transfers)
      - Account: Personal
      - Bank address: 1st Floor, Worship Square, 65 Clifton Street, London, EC2A 4JE, United Kingdom
  3. Confirmation of Payment
    - After making a transfer, clients should send a payment confirmation to [contact@surivonuk.co.uk](mailto:contact@surivonuk.co.uk).
    - The booking or service will only be confirmed after payment is received and verified.
  4. Currency
    - All payments must be made in GBP (£) unless otherwise agreed in writing.
    - International clients are responsible for currency conversion and bank fees charged by their own bank.
  5. Additional Fees
    - Surivon UK does not charge payment surcharges to customers from the UK.

- Surivon UK does charge payment surcharged to customers from outside the UK (Swift): 2.16 GBP Wise fee.
- VAT will be added to invoices only when applicable under UK law (e.g., if the business is VAT registered).

#### 6. Late or Failed Payments

- If payment is not received by the due date, Surivon UK may pause or cancel the service.
- Access to booked services will not be granted until payment is fully completed.

#### 7. Proof of Service Activation

Upon payment confirmation, the client receives:

- A confirmation email
- The service start date
- Relevant documents or next step

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## **Booking, Cancellation & Refund Policy**

### Business Support Packages

#### Starter Package & Growth Package

- Business clients have a 14-day cancellation period starting from the date of purchase.
- Clients may request a full refund within this period only if the service has not yet started.
- If work or sessions have already been delivered within the 14-day period, a pro-rata refund will be issued for any portion of the service not yet provided.
- After the 14-day period, no refund will be issued once the service has been started or delivered.
- If a client cancels within the 14-day cancellation period, the client remains liable to pay any base fee already invoiced and 10% commission on all confirmed sales generated up to the cancellation date (Starter Package only).

#### Performance Trial Package

- Business clients have a 14-day cancellation period starting from the date of purchase.
- Commission applies only to sales verified and attributable to work performed by Surivon UK.

Commission is due even if the client cancels within 14 days for sales generated up to the cancellation date.

### 3.2 Interpretation Services

- Clients must provide at least 48 hours' notice for cancellations or rescheduling of interpreting sessions (in-person, by telephone, or via video call).

- Cancellations within 48 hours of the scheduled session or no-shows are considered fully rendered services, and no refund will be issued.
- No-shows include clients who fail to join video or telephone sessions at the scheduled time.
- Sessions are scheduled and prepared in advance; work (including notes and real-time interpretation) is considered delivered once the session starts.

### 3.3 Travel Planning Services

- Clients have a 14-day cancellation period from the date of purchase.
- Full refunds will be provided for cancellations made within 14 days, unless research or planning work has already begun and the client has received any portion of the service, in which case a partial refund may be offered proportionally to work not yet delivered.

### 3.4 Example Partial Refund Calculation

- Total service fee: £500.00
- Service already delivered: 60%
- Amount credited for work done: £300.00
- Refund amount: £200.00
- After the 14-day period, no refund is available.

Note: The refund will be calculated proportionally based on the work already delivered up to the cancellation date.

### 3.5 General Rules

- The 14-day period applies to both consumer and business clients.
- All refunds are processed within 14 days of approval, using the same payment method.
- Clients must notify Surivon UK via email at [contact@surivonuk.co.uk](mailto:contact@surivonuk.co.uk) to request a cancellation or refund.
- These rules comply with the Consumer Contracts Regulations 2013 and are designed to balance client rights with the operational realities of providing personalised and time-sensitive services.

By requesting the start of services within the 14-day cancellation period, clients acknowledge that any work delivered up to the cancellation date is non-refundable or subject to a pro-rata refund.

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## Client Responsibilities

- Provide accurate, complete, and truthful information.
- Verify all personal data, documents, dates, and travel details.
- Behave professionally; abusive or disrespectful behaviour may result in termination without refund.

- Ensure accessibility and timely availability for scheduled services.
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### **Confidentiality & Data Protection**

- Surivon UK collects and processes client data only for service delivery.
  - Data may include documents, identification, business information, travel details, and communication records.
  - All data is securely stored and accessible only to authorised personnel.
  - Data retention: up to 6 years or as legally required.
  - Clients may request access, correction, or deletion of personal data. Please, verify the file “Terms & Conditions” on Surivon UK website for further information.
  - Surivon UK complies with UK GDPR and the Data Protection Act 2018.
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### **Intellectual Property**

- All materials, including documents, reports, templates, strategies, travel plans, and lead lists, remain the exclusive property of Surivon UK.
  - Clients receive a limited license for personal or internal business use only.
  - Clients may not copy, sell, distribute, publish, modify, claim authorship, or use Surivon UK materials to create competing services.
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### **Criminal Offence Notice (Misuse of Data or Materials)**

- Unauthorized sharing of Surivon UK documents or files.
  - Using Surivon UK materials to sell, resell, or offer similar services.
  - Attempting to gain services, refunds, or benefits dishonestly.
  - Sharing client or business data obtained through Surivon UK.
  - Violation may constitute a criminal offence under the Data Protection Act 2018, Computer Misuse Act 1990, Fraud Act 2006, or Copyright, Designs and Patents Act 1988, and Surivon UK reserves the right to pursue legal action.
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### **Limitation of Liability**

Surivon UK is not liable for:

- Client decisions based on advice, interpretation, or travel information.
- Actions of airlines, hotels, transport companies, embassies, authorities, or third-party providers.

- Loss of income, contracts, reputation, or business opportunities.
- Indirect, incidental, or consequential damages.

Maximum liability is limited to the amount paid for the service.

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### **Force Majeure**

- Surivon UK shall not be liable for any failure to deliver services due to events beyond its reasonable control (“Force Majeure Events”), including but not limited to natural disasters, severe weather, pandemics, strikes, or government restrictions.
  - In such cases, Surivon UK may reschedule the services or provide alternative arrangements, but no refunds will be issued for delays or cancellations caused by Force Majeure Events.
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### **Use of Services**

- Services are for the client’s personal or internal business use only.
  - Clients may not reproduce, resell, or distribute Surivon UK materials.
  - Sharing materials or services with others without consent is strictly prohibited.
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### **Governing Law**

- These Terms and all services provided by Surivon UK are governed by the laws of England and Wales.
  - Any disputes, claims, or legal proceedings arising from these Terms or our services shall be subject to the exclusive jurisdiction of the courts of England and Wales.
  - Clients located outside the United Kingdom acknowledge and agree that even if they are international, any legal matters will be resolved in accordance with UK law and through UK courts.
  - Nothing in this clause prevents Surivon UK from attempting to resolve disputes amicably or through alternative dispute resolution methods, but legal jurisdiction remains with England and Wales.
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### **Access to Detailed Agreements**

- Clients may access service-specific agreements and privacy policy via our “Agreements & Files” page.
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### **Contact Information**

Telephone: +44 7710891694

E-mail: [contact@surivonuk.co.uk](mailto:contact@surivonuk.co.uk)

Instagram: @surivonuk

Facebook: Surivon UK

LinkedIn: Surivon UK

By using our services, clients acknowledge that they have read, understood, and agreed to these Terms of Sales.

***Surivon UK***

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