



Business Solutions · Travel Planning · Interpreting

Terms & Conditions: Surivon UK

Effective Date: 15/02/2026

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

Website: www.surivonuk.co.uk

Contact Email: 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 agrees to the following Terms & Conditions.

1. Services

1.1 Surivon UK provides interpreting, travel planning, and business support services as agreed with each client.

1.2 Services may be delivered remotely, in person, or a combination, depending on the service type, availability of both parties, and client needs.

1.3 Service delivery times and availability will be confirmed upon booking.

1.4 While we strive for accuracy, reliability, and professionalism, outcomes may vary due to circumstances outside our control, including:

- Third-party service disruptions (airlines, accommodation, translators)
- Changes in travel regulations or restrictions
- Force majeure events such as natural disasters, emergencies, or government actions

2. Booking and Payment

2.1 All bookings must be confirmed in writing via email, online form, or directly through the Surivon UK website at the time of payment.

2.2 Payment terms, including deadlines and accepted methods, will be specified in invoices or agreements.

2.3 Payments can be made via bank transfer, other agreed methods, or securely directly through the Surivon UK website.

2.4 Services will not commence until payment is received or a mutually agreed payment plan is in place.

2.5 Late payments may incur additional charges, interest, or legal action as stated in invoices or agreements.

2.6 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.

2.7 For international payments involving currency conversion, exchange rates and fees may be applied by the payment provider of the client's bank.

3. Cancellations and Changes

3.1 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 have 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 14-day, 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).
- Commission applies only to sales verified and attributable to work performed by Surivon UK.

Performance Trial Package

- Business clients have a 14-day cancellation period starting from the date of purchase.

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 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.

4. Health, Safety, and Client Responsibilities

4.1 Clients are responsible for providing accurate, complete, and timely information necessary for the delivery of the services, including but not limited to travel details, interpreting requirements, appointments, schedules, and any other relevant data. Failure to do so may affect service delivery, and Surivon UK will not be liable for any resulting losses.

4.2 Clients must inform Surivon UK of any risks, health conditions, disabilities, allergies, or special requirements that may impact the safe or effective delivery of our services. This includes situations that interpreters, travel, or in-person meetings could be affected.

4.3 Surivon UK reserves the right to refuse or postpone services when, in our professional judgement, the requested service would create a risk to the clients, our staff, contractors, or third parties, including but not limited to unsafe conditions, legal or regulatory issues, or behavioural concerns.

4.4 Clients must follow any safety instructions, guidance, or protocols provided by Surivon UK staff or contractors during service delivery. Non-compliance may result in termination of services without refund.

4.5 Clients are responsible for ensuring that any children or vulnerable adults under their care are adequately supervised during service delivery. Surivon UK accepts no liability for harm, loss, or damages arising from failure to supervise.

4.6 Clients must not misuse, manipulate, or exploit any service materials, data, or information provided by Surivon UK, including travel itineraries, lead generation reports, interpreting notes, or any proprietary files. Unauthorized use, sharing, or distribution of these materials may constitute a criminal offence under UK law, including but not limited to:

- Fraud (Fraud Act 2006)
- Data protection violations (Data Protection Act 2018 & UK GDPR)
- Theft of intellectual property (Copyright, Designs and Patents Act 1988)

Surivon UK reserves the right to pursue any such breaches to the fullest legal extent.

4.7 Clients agree not to attempt to use any service or program for commercial gain without prior written consent from Surivon UK. This includes reselling files, leads, travel itineraries, or insights derived from our services. Any violation may result in immediate termination of services, legal action, and recovery of losses.

4.8 Surivon UK is not liable for any indirect, incidental, or consequential losses resulting from misuse, incorrect information provided by the client, or unforeseen circumstances outside our control.

4.9 By booking or engaging with Surivon UK, clients acknowledge and accept that compliance with these responsibilities is mandatory and that failure to comply may result in service refusal, termination, or legal recourse.

4.10 Clients who have completed the Performance Trial Package are not eligible to purchase the same package again for four months from the end date of the program. This is to ensure fair use of services and protect the proprietary methods and knowledge developed during the packages. After this period, clients may consider other packages offered by Surivon UK for more extensive support and long-term results.

5. Safeguarding

5.1 Surivon UK adheres to UK safeguarding laws and best practices.

5.2 Clients must report any safeguarding concerns immediately.

5.3 Staff are trained to recognise, report, and respond appropriately to safeguarding issues.

6. Limitation of Liability

6.1 Nothing in these Terms excludes or limits our liability for:

- Death or personal injury caused by negligence.
- Fraud or fraudulent misrepresentation.
- Any liability that cannot be excluded or limited under the Consumer Rights Act 2015 or any other applicable UK law.

6.2 To the extent permitted by law, we will not be liable for:

- Any indirect, incidental or consequential losses.
- Loss of profits, revenue, data, or business opportunities.
- Any damages that were not reasonably foreseeable at the time the contract was formed.

6.3 If the clients are the consumer, their statutory rights are not affected.

- Where services are provided to business clients, our total liability, whether in contract, tort or otherwise, shall be limited to the total amount paid for the specific service giving rise to the claim.

7. Privacy and Data Protection

7.1 Personal data is processed per our Privacy Policy.

7.2 Clients consent to collection, processing, and storage of data as described.

7.3 Strict measures are in place to protect client confidentiality; third-party sharing occurs only when required to provide services or by law.

7.4 Telephone and video consultations are not recorded; notes may be taken for service continuity only.

7.5 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.

7.6 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.

8. Third-Party Services

8.1 Surivon UK acts as an intermediary when services involve third parties.

8.2 We are not responsible for policies, cancellations, or actions of third-party providers.

8.3 Clients should review third-party policies carefully.

9. Intellectual Property

9.1 All content, materials, and resources provided are protected by copyright and intellectual property laws.

9.2 Clients may use materials only for the intended purpose and may not reproduce, distribute, or modify without prior consent.

10. Equality, Diversity & Non-Discrimination Policy

10.1 Services are provided in a respectful, inclusive, and professional environment.

10.2 Discrimination of any kind is strictly prohibited, including on the basis of: race, colour, ethnicity, nationality, gender, sexual orientation, religion, disability, age, marital status, or any legally protected characteristic.

10.3 Any incident of discrimination, harassment, or unequal treatment will be taken seriously. Reports of such behaviour will be escalated to the appropriate authorities, and all cases will be thoroughly investigated. Surivon UK will take all necessary measures to address and prevent recurrence, in line with UK equality legislation, including the Equality Act 2010.

10.4 If a client engages in discriminatory or harassing behaviour, any existing contract will be immediately terminated, all scheduled meetings or services will be suspended, and the client will forfeit any right to refunds. Such measures are taken to ensure the safety, dignity, and well-being of all parties involved.

11. Use of Online or Shared Platforms

11.1 Clients participating in groups, calls, or online portals agree to maintain confidentiality.

11.2 No content may be shared outside groups without consent.

11.3 Prohibited behaviour includes self-promotion, spam, harassment, or discrimination; violations may result in immediate termination.

11.4 Photographs, recordings, and testimonials may be used by Surivon UK for promotional purposes with client consent.

12. Health & Safety

12.1 Clients must not consume alcohol or illegal drugs 48 hours before and 24 hours after sessions.

12.2 Failure to comply may result in session cancellation without refund.

12.3 Disclose relevant medical conditions or injuries prior to sessions.

12.4 Surivon UK may refuse services if sessions are deemed unsafe due to medical or behavioural conditions.

13. Force Majeure

13.1 Neither party is liable for failure to perform obligations due to events beyond their control (e.g., natural disasters, strikes, cyberattacks).

13.2 Obligations are suspended until the event ceases; reasonable time extensions may apply.

14. Termination & Misconduct

14.1 Surivon UK may terminate services if a client breaches terms, behaves disruptively, or violates the law.

14.2 All fees become immediately payable upon termination.

14.3 Gossip, defamation, or attempts to damage Surivon UK's reputation are prohibited.

14.4 Surivon UK reserves the right to terminate any contract immediately if a client engages in criminal activity, whether during the use of our services or while travelling under our Business Support and Travel Planning Services. This includes, but is not limited to, involvement in:

- Hate crimes, racism, or discriminatory acts
- Violent or serious offences
- Terrorism, fraud, or other illegal activities
- Misconduct
- Behaviours that breach these Terms & Conditions
- Any actions that could seriously damage the reputation of Surivon UK

In such cases:

- The client's contract with Surivon UK will be automatically terminated.
- All ongoing or scheduled services, including travel assistance, interpreting sessions, or consultations, will be suspended immediately.
- Data Protection Act 2018 & UK GDPR: for misuse of personal or sensitive information
- The client will not be entitled to any refunds or assistance, including during travel.
- Surivon UK may report the client's actions to the appropriate legal authorities as required under UK law, including but not limited to:
 - Public Order Act 1986: for offences related to hate crimes and public safety
 - Terrorism Act 2000: for terrorist activities or threats

- Malicious Communications Act 1988: for online harassment or abusive communications
- Fraud Act 2006: for financial crimes
- Equality Act 2010: for discriminatory or racially motivated behaviour

These measures are designed to protect the safety, reputation, and integrity of Surivon UK, its staff, contractors, and other clients.

15. Confidentiality

15.1 Notes taken during interpreting sessions (in-person, telephone, or video) are used solely for the purpose of service continuity and accuracy.

15.2 Clients and third parties are prohibited from recording sessions without prior written consent.

15.3 All notes and data are processed in accordance with Surivon UK's Privacy Policy and UK GDPR.

16. Testimonials and Feedback

16.1 Clients may provide testimonials or feedback voluntarily.

16.2 By providing testimonials, clients consent to their use in all media for promotional purposes without financial compensation.

16.3 Surivon UK may edit testimonials without changing the original message.

17. Governing Law

17.1 These Terms and all services provided by Surivon UK are governed by the laws of England and Wales.

17.2 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.

17.3 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.

17.4 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.

18. Partnerships

18.1 Surivon UK may terminate services to partnering organisations if legal proceedings or controversies arise.

18.2 Engagement is terminated if the partnership presents legal or ethical risks.

18.3 Termination protects all parties and ensures compliance with UK law and professional standards.

19. Entire Agreement & Variation

19.1 These Terms constitute the entire agreement between the client and Surivon UK.

19.2 Any variations must be in writing and signed by both parties.

19.3 Invalid or unenforceable provisions shall be modified to comply with the law without affecting remaining provisions.

20. Access to Detailed Agreements

20.1 Clients may access service-specific agreements and privacy policy via our “Agreements & Files” page.

21. Contact Information

Telephone: +44 7710891694

E-mail: contact@surivonuk.co.uk

Instagram: [@surivonuk](https://www.instagram.com/surivonuk)

Facebook: Surivon UK

LinkedIn: Surivon UK

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

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