

Tickr Carbon Offsetting T&C

These terms and conditions govern the provision of tickr's carbon offsetting service. If you have any questions please get in touch by emailing us : hi@tickr.co.uk

Definitions applicable to this agreement :

Agreement

These terms and conditions.

Carbon footprint

The total carbon emissions, measured in tonnes, based on the UK average carbon footprint. This will be deemed to be your carbon footprint. This may change from time to time.

Tickr

Tickr Ltd.

Carbon credit

This is a certificate which verifies that one tonne of carbon emissions has been reduced. We source carbon credits which adhere to and are accredited by internationally acknowledged standards including, but not limited to, the Verified Carbon Standard and Gold Standard.

Carbon offsetting

This describes the process of buying a number or fraction of carbon credits equivalent to a person's carbon footprint to offset the latter with the former. When a carbon credit is purchased, the carbon reduction project which sold that credit invests the money into furthering that project.

Carbon offsetting service

The service offered by tickr. On receipt of each monthly payment from you, we buy carbon credits equal to your monthly estimated carbon footprint.

Carbon reduction projects

Entities which exist to reduce or eliminate or sequester carbon emissions.

Monthly carbon footprint

1/12 of the carbon footprint

You

The person who has signed up to offset their annual carbon footprint.

Terms And Conditions

You warrant that you are 18 or over.

By selecting the level of offsetting you wish to subscribe to and providing payment card details you become bound by this agreement and authorise us to take the monthly payment from your account which corresponds with the level of offsetting you have chosen. The sum of that payment will be shown in the app at the time of selection.

When you start offsetting

When we have taken it we will send an email acknowledging your first payment, confirming your monthly payment schedule and the level of your offsetting as selected by you.

We will send you periodical and/or ad hoc emails or in-app notifications about the progress of relevant Carbon reduction projects

Payments

Payments will start on the day you sign up and will recur on that day of the month from then on. If it is not possible to take payment on that day of the month it will be taken as close to that date as possible.

The cost of carbon credits can fluctuate depending on the market. We reserve the right to change the price of your chosen level of offsetting with 30 days notice - giving you the

opportunity to cancel, or, if the price of carbon credits increases by more than 20% between us taking your payment and coming to purchase those credits we reserve the right to reduce the amount of carbon credit bought proportional with the increase in price over 20%.

You have the unqualified right to terminate this agreement within 14 days of the date your first payment is received.

You can end your agreement with us at any time by contacting us at hi@tickr.co.uk. Your carbon footprint will remain offset for a month after your last payment, but we won't take any more monthly payments. However if you cancel less than 48 hours before your next payment is due, the payment may still be taken. In this case we will offset your footprint for a further month.

You may end this agreement with us immediately, by notifying us, if we have told you about an upcoming change to our carbon offsetting service and you do not agree to these changes.

From time to time, we may update this agreement to comply with changes to laws or regulations, or where our business necessitates a change to this agreement. You will be notified of such a change by email. You will then have 30 days to reject those changes by emailing hi@tickr.co.uk. If you do not do so we will take your payment as usual and you will be deemed to have agreed to the changes.

What we're responsible for

Our liability (including for negligence and breach of statutory duty) is limited to the amount you paid for our carbon offsetting service in any 12-month period. We are responsible for any liability which is not capable of being excluded by law.

Using personal information

We will process your personal data in line with our Privacy Policy, which we may amend from time to time. You can find it at tickr.co.uk/privacy.

You have a number of rights which relate to access and control of your data. These are also set out in our Privacy Policy, which you can find at tickr.co.uk/privacy.

Our complaints procedure

If you're unhappy with our service, you can make a complaint by emailing us at hi@tickr.co.uk.

If we need to serve a notice on you in connection with this agreement, we will use either your email address or postal address that you have provided to us. If we post a notice to you in connection with this agreement, it will be deemed to have been delivered two working days after it was posted unless it is issued to you by hand or email in which case it will be considered to have been delivered immediately.

This agreement, any other agreements you receive from us, and any documents explicitly referred to in this agreement, are the entire agreement between you and us.

If any part of this agreement is void or unenforceable, the rest of the agreement will be unaffected.

This agreement is governed by the laws of England. If there is any dispute between us, it will be dealt with exclusively by the courts of England.

Version 1.0 dated 14 October 2020