Refund and Cancellation Policy

Last updated: 2 November 2026
Trader: Vorber Technology Ltd, trading as games-host
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Contact for cancellations and refunds: support@games-host.co.uk

This policy explains how to cancel a games-host subscription and when refunds apply. It should be read with our Terms of Service. **This is a working draft, not legal advice.**

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1. How our subscriptions work

- Plans are **monthly**, billed in advance (Standard £15 + 20% VAT; Modded £20 + 20% VAT, unless a promotion or coupon applies).
- Payment is collected by **Stripe** through our Paymenter shop.
- The Service starts when your server is provisioned after a successful order (or when we confirm a free / promotional activation).

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2. Your statutory 14-day cooling-off right (Consumer Contracts Regulations 2013)

Because you buy online (a **distance contract** for a **service**), you usually have **14 days** to cancel for any reason. The cancellation period ends at the end of 14 days after the day on which the contract is entered into.

2.1 If you want the server straight away

We will only start the Service during the cooling-off period if you **expressly request** immediate supply at checkout (for example by ticking a clear checkbox).

If you cancel within the 14 days **after** the Service has started at your request:

- you keep the right to cancel (a monthly hosting service is not usually “fully performed” within 14 days); and

- you must pay a **proportionate amount** for the Service actually supplied up to the moment you tell us you are cancelling, calculated against the agreed monthly price (Consumer Contracts Regulations 2013, regulation 36).

Example: You pay for one month, request immediate start, cancel after 7 days of a 30-day month → you would typically owe about 7/30 of the month's price (including VAT as applicable); we refund the rest.

If we started the Service **without** your express request, or we failed to give the required cancellation information, you may cancel within the period **without** paying for the Service supplied in that period (regulation 36(6)).

2.2 If you do **not** request immediate start

We will not provision the server until the cooling-off period ends (or you later ask us to start). If you cancel before supply begins, you get a **full refund** of sums paid for that Service.

2.3 How to cancel in the cooling-off period

Email support@games-host.co.uk with your name, order or service ID, and a clear statement that you wish to cancel. You may use the model cancellation form in the Terms of Service. Cancellation is effective when your message is sent (keep a copy).

We will confirm and process any refund **without undue delay** and within **14 days** of being informed of your decision to cancel, using the same payment method where possible.

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3. Cancelling after the cooling-off period

You may cancel your subscription at any time by:

- using the cancel / terminate option in your customer panel where available; or
- emailing support@games-host.co.uk.

After the 14-day cooling-off period:

- cancellation takes effect at the **end of the current paid billing period** unless we agree otherwise;
- you keep access until that date;
- we do **not** give a pro-rata refund for unused days of a paid month **except** where required by law (for example if the Service was not provided with reasonable care and skill, or was not as described under the Consumer Rights Act 2015).

We will not renew the subscription after a valid cancellation. Turn off auto-renew in the panel if the option is shown, and keep your cancellation confirmation.

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4. Faulty or unsatisfactory service (Consumer Rights Act 2015)

Independently of cooling-off rights, if the Service is not performed with **reasonable care and skill**, within a **reasonable time**, or **as described**, you may be entitled to **repeat performance** and/or a **price reduction** (including a refund of an appropriate amount). Contact support@games-host.co.uk with details. Nothing in this policy reduces those rights.

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5. Chargebacks and Stripe

Please contact us before raising a card chargeback so we can resolve the issue. Unfounded chargebacks may lead to suspension while we investigate. Lawful refunds will be issued through Stripe to the original payment method where possible.

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6. Coupons and free promotions

Promotional or 100% coupons (for example staff or beta testing) are subject to their stated limits (maximum uses, products covered, recurring or one-off). Abuse (sharing codes publicly beyond intended use, creating multiple accounts to bypass limits) may lead to cancellation of the free Service without a cash refund (there was no charge). Statutory rights still apply if you paid anything.

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7. What happens to your server data

After cancellation or termination:

- we stop the game server;
- we may retain files for up to **7 days** so you can request an export if you contact us promptly;
- after that we may permanently delete the instance and backups we hold.

Export any worlds or configs you need **before** cancelling where possible. See also the Privacy Notice.

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8. Non-payment

If a renewal payment fails, we may retry via Stripe and notify you. If payment remains outstanding, we may suspend and then terminate the Service. Reactivation may require settling arrears.

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9. Changes to this policy

We may update this policy with the Terms. Material changes will be notified as described in the Terms. The version published on games-host.co.uk on the date of your order applies to that order, together with your statutory rights.

Quick summary

Situation	Typical outcome
Cancel before Service starts	Full refund
Cancel within 14 days after you asked us to start immediately	Refund minus proportionate charge for days used
Cancel after cooling-off, Service OK	Access until end of paid period; no pro-rata refund
Service not as described / not with reasonable care and skill	Repair and/or price reduction / refund as required by law