games-host

games-host.co.uk · Vorber Technology Ltd · Company 16395984

Terms of Service

Last updated: 2 November 2026
Website: https://games-host.co.uk
Trader: Vorber Technology Ltd ("we", "us", "our"), trading as **games-host**
Company number: 16395984 (registered in England and Wales)
VAT number: 492 082 189
Registered office: Office 7, 35-37 Ludgate Hill, London, EC4M 7JN
Contact: support@games-host.co.uk
ICO registration: ZB982184

These Terms of Service ("Terms") apply when you buy a Minecraft game-server hosting subscription from us as a consumer in the United Kingdom. By placing an order, you agree to these Terms. Please also read our Refund and Cancellation Policy and Privacy Notice.

> **These pages are a working draft for the shop and are not legal advice.** You should have them reviewed by a solicitor before launch.

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1. Who we are and how to contact us

We are **Vorber Technology Ltd**, a private limited company registered in England and Wales under company number **16395984**, trading as **games-host**.

Registered office: Office 7, 35-37 Ludgate Hill, London, EC4M 7JN
Email: support@games-host.co.uk
VAT number: 492 082 189

If you have a question, complaint, or wish to cancel, email us at support@games-host.co.uk. We aim to reply within 2 working days during UK business hours (Monday–Friday, excluding English public holidays).

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2. What we supply

We supply a **managed Minecraft game-server hosting service** (a "Service"), including:

- access to a game server allocated to your account (currently managed with the Pterodactyl panel);

- the plan resources you buy (for example RAM, CPU and disk);
- optional modpack installation where offered in the shop;
- network protection for the public join address via TCPShield (where enabled);
- basic support by email to support@games-host.co.uk.

We do **not** supply Minecraft itself, Microsoft or Mojang accounts, CurseForge or Modrinth accounts, or third-party mods. You must own or otherwise have the right to use any game client, account or modpack you connect with. Modpacks and mods remain the property of their respective authors and are subject to their licences.

The Service is a **service** under UK consumer law (not a download of digital content). Your rights under the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 apply as described in these Terms and in our Refund and Cancellation Policy.

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3. Plans, prices and VAT

Current consumer plans (prices **exclude** VAT unless we show otherwise at checkout):

Plan	Monthly price (ex VAT)	Typical resources
Standard	£15	about 6 GB RAM
Modded	£20	about 8 GB RAM

VAT at 20% is added. The checkout must show the total price including VAT before you pay. We may change plan prices on notice (see section 10). Coupons and promotions, if offered, are subject to their stated conditions.

Billing is monthly in advance unless a free or promotional period applies.

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4. Ordering, accounts and acceptance

4.1 You must be at least **18** years old to place an order. A parent or guardian aged 18 or over may order and pay for a Service that younger players will use; the adult remains the customer and is responsible for the account.

4.2 Orders are placed through our website (Paymenter). Payment is taken by **Stripe**.

4.3 A contract is formed when we accept your order and confirm it (for example by email or by showing an active service in your account). We may refuse or cancel an order (for example suspected fraud, abuse, or inability to supply) and will refund any amount taken if we do.

4.4 You must keep your account details accurate and your password secure. You are responsible for activity on your account unless you tell us it was compromised and we reasonably agree it was not your fault.

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5. Starting the Service during the 14-day cooling-off period

Under the Consumer Contracts Regulations 2013, you normally have **14 days** from the day after the contract is entered into to cancel a distance service contract for any reason.

Because a game server is useful only if it starts straight away, at checkout we ask you to:

1. **expressly request** that we begin supplying the Service immediately; and
2. acknowledge that if you cancel within the 14-day cooling-off period after the Service has started, you may have to **pay a proportionate amount** for the Service supplied up to the time you tell us you are cancelling.

We will not begin supply during the cooling-off period unless you make that request. Full detail is in our Refund and Cancellation Policy.

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6. Your use of the Service

You must not use the Service to:

- break the law of England and Wales or the place where you or your players are;
- host or distribute illegal content, including child sexual abuse material;
- attack, scan or disrupt other systems or networks (including DDoS), or operate open proxies or similar abuse tools;
- infringe others' intellectual property or privacy;
- mine cryptocurrency or run unrelated high-load workloads;
- attempt to escape the server environment, access other customers' data, or interfere with our or TCPShield's infrastructure;
- run **cracked**, pirated or **offline-mode** (non-authenticated) Minecraft servers, or otherwise bypass Mojang / Microsoft authentication;
- breach Minecraft's, Microsoft's, Mojang's, CurseForge's or Modrinth's terms where they apply to you.

We may suspend or terminate the Service for serious or repeated breach, illegal use, or to protect the platform or other customers. Where practicable we will give notice; for urgent security or legal reasons we may act first and explain afterwards. Your statutory rights are not affected.

You are responsible for who you invite onto your server, for backups you choose to keep, and for complying with data-protection law if you process personal data of your players (you are the controller of that player data; see the Privacy Notice).

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7. Availability, support and fair use

7.1 We aim to keep the Service available, with DDoS protection via TCPShield where enabled. We do **not** guarantee uninterrupted or error-free operation. Planned maintenance will be notified where reasonable.

7.2 Support is by email to support@games-host.co.uk during UK business hours (Monday–Friday, excluding English public holidays). We do not promise a fixed response time unless separately agreed.

7.3 Resource limits are those of your plan. Sustained abuse of shared resources that harms other customers may lead to a request to upgrade, throttle, or suspend.

7.4 Under the Consumer Rights Act 2015, services must be performed with **reasonable care and skill**, within a **reasonable time**, and as **described**. If they are not, you may have a right to repeat performance or a price reduction. Nothing in these Terms excludes those rights.

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8. Backups and data

We may take operational backups for our own recovery. These are **not** a substitute for your own backups. You should export or back up worlds and configs that matter to you. After cancellation or termination we may delete your server data after a short retention period of about **7 days** (see the Refund and Cancellation Policy and Privacy Notice). We are not liable for data loss except where we fail to use reasonable care and skill, and then only to the extent the law allows (section 11).

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9. Third-party services

The Service may rely on third parties including Stripe (payments), Cloudflare (DNS and web), Brevo (transactional email), TCPShield (game-traffic protection), and Minecraft / Microsoft / Mojang / CurseForge / Modrinth. Their terms and privacy notices apply to their services. Outages or policy changes of those providers may affect the Service.

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10. Changes to the Service or these Terms

We may update these Terms or the Service (for example security fixes, panel upgrades, or price changes). For material changes that affect you, we will give reasonable notice by email or in your account (typically at least 30 days for price increases). If you do not agree, you may cancel before the change takes effect

and receive a refund of any prepaid unused period after that date where the law or fairness requires. Continued use after the effective date may be treated as acceptance of non-material updates.

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11. Liability

11.1 Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be limited or excluded by law of England and Wales, including your statutory rights under the Consumer Rights Act 2015.

11.2 Subject to 11.1, we are not liable for: loss of profits, business, goodwill or pure economic loss; indirect or consequential loss; loss of data to the extent you could reasonably have backed it up; or problems caused by your hardware, network, ISP, game client, mods you install, or third-party services outside our reasonable control.

11.3 Subject to 11.1 and 11.2, our total liability to you for any claim arising out of a Service month is limited to the fees you paid for that Service for the month in which the claim arose.

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12. Suspension, cancellation and termination

You may cancel as set out in the Refund and Cancellation Policy. We may suspend or terminate for breach (section 6), non-payment, or lawful requirement. On termination we will stop the Service and may delete data after the retention period. Outstanding lawful charges remain payable.

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13. Governing law and disputes

These Terms are governed by the law of **England and Wales**. The courts of England and Wales have non-exclusive jurisdiction. If you live in Scotland or Northern Ireland you may also bring proceedings in your local courts. You may also use UK alternative dispute resolution or the courts. Complaints: email support@games-host.co.uk first.

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14. General

If a term is found unfair or unenforceable, the rest remains in force. We may transfer our rights and obligations to another UK trader who can perform the Service; we will tell you if that happens. You may not transfer your account without our written consent. These Terms, the order confirmation, the Refund and Cancellation Policy and the Privacy Notice are the whole agreement for the Service, without affecting your statutory rights.

Model cancellation form (you may use this, but you do not have to):

> To Vorber Technology Ltd (trading as games-host), Office 7, 35-37 Ludgate Hill, London, EC4M 7JN, support@games-host.co.uk:
> I/We hereby give notice that I/We cancel my/our contract for the supply of the following service: [order / service ID], ordered on [date].
> Name:
> Address:
> Date:
> Signature (if on paper):
