

Care plan terms

Leachie (Daniel Slater, trading as Leachie, Cape Town) and **you**, the owner of the website this plan covers. This page describes the monthly plan in plain language. It is meant to be readable, not clever, and it says what actually happens.

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The plan

R450 per month, month to month. It starts the day your site goes live on your own domain and continues until you stop it. There is no minimum term and no contract to sign.

What is included

Your site stays up. Hosting, the security certificate, daily backups and monitoring that tells us the site is down before anyone has to phone us.

A monthly check-up. We look at security, loading speed, and how the site appears on Google, and fix what we find.

One hour of changes each month. Text, photos, prices, hours — whatever you need changed, we change. If you don't need anything in a given month, the hour goes into your visibility on Google instead, so it is never wasted.

The hour is one hour, and it does not accumulate. An unused hour doesn't roll into next month as two. This is deliberate: it keeps the price low, and it means we are working on your site every month rather than saving up.

What is not included

New pages, new features, integrations with other systems, and anything that changes how the site works are **charged separately at R1 000 per hour**, with a one-hour minimum and half-hour increments after that.

Nothing extra is ever charged without your written agreement first. We tell you what it will take and what it will cost, you say yes, and only then does the work start. If a job runs longer than quoted, that is our problem, not your invoice.

Changes to your live site

We do not change your live site without telling you. Once a month you get a note listing what we would like to change and why, with a picture of each change, and about five days to say "hold that one".

Silence means we go ahead. Anything you asked for yourself, and any repair to something broken or insecure, we simply do — and mention it in the next note.

Your site is yours

The website, its text, its images and its design are **your property**. Your domain name stays registered **in your name** — we take the access we need to point it at the site, and we never hold it, resell it or bill you for it.

If you leave, you take the site with you. We will hand over the site files and your content in a usable form at no charge, and help your next person get it running.

Where your information goes

We hold your name, your email address and your phone number so we can do the work, and the content of your website. That's all.

Enquiries from your website go **straight to you** — your own inbox or your own WhatsApp. They do not pass through us and we do not keep copies of them. If we ever need access to something of yours to fix a problem, we ask first.

Honest limits

We use good hosting and we watch it, but we cannot promise a website will never be unreachable — no one truthfully can. What we promise is that we will know quickly and fix it quickly.

We are not responsible for things outside the site itself: your domain registrar, your email provider, or a change you make yourself that doesn't look right. The last one we will always help you undo, at no charge.

Stopping, and price changes

You can stop the plan whenever you like — a message is enough, no notice period, no penalty. It ends at the end of the month you have already paid for. Your site does not go dark the moment you cancel; we will tell you exactly when hosting ends and help you move it.

If the price ever changes, you get **at least one month's notice in writing**, and you are free to stop instead.

If a payment fails, we will tell you and ask. **We will never take your website down over money.** For a practice whose clients rely on it, that would be the wrong thing to do.

Questions about any of this: accounts@leachie.com · +27 76 456 2179

