Website Terms of Use

Last Updated: July 2026

Welcome to our website. This website, found at **www.regalhampton.co.uk** (the "Site"), is owned and operated by **Regal Hampton Properties Ltd** ("we", "us", or "our"). We are a registered company in England and Wales under company number **10457085**, with our registered office at **AJP Business Centre C/O A F Goolbar Accountants, 152- 154 Coles Green Road, London, United Kingdom, NW2 7HD**.

Our VAT number is **455528670** . We are fully licensed letting and property management agents, and members of:

- **Property Redress Scheme** (Membership No: **PRS043112**)
- **Client Money Protection (CMP) Scheme:** Provided by **Safeagent** (Membership No: **A8695**)

1. Acceptance of Terms

By accessing, browsing, or using this Site, you confirm that you accept these Terms of Use and that you agree to comply with them. If you do not agree to these terms, you must not use our Site. We recommend that you print or save a copy of these terms for future reference.

2. Other Terms That May Apply to You

Your use of this Site is also governed by the following additional policies, which are incorporated into these terms by reference:

- Our **Privacy Policy**, which sets out the terms on which we process any personal data we collect from you, or that you provide to us under UK GDPR and the Data (Use and Access) Act.
- Our **Cookie Policy**, which sets out information about the cookies and tracking technologies on our Site.
- Our **Landlord / Tenant Fees Schedule**, which contains our statutory fee disclosures as required by the Consumer Rights Act 2015.

3. Accuracy of Property Listings and Information

We synchronise our property data dynamically (including with portals such as Rightmove and Zoopla). While we endeavour to ensure that all property descriptions, rental prices, availability, images, and virtual tours displayed on the Site are accurate and up-to-date:

- **No Reliance:** The property listings on this Site are provided for general information and marketing purposes only. They do not constitute an offer, a contract, or any part of a legally binding tenancy agreement.
- **Verification:** Prospective tenants and landlords must verify all property details and availability directly with our negotiators before signing any holding deposit agreements or tenancy contracts.
- **Changes:** Rental prices and property availability are subject to change without notice.

4. Permitted Use and Prohibited "Scraping"

You may use our Site only for lawful purposes, such as searching for rental properties, reading compliance guidance, or contacting our team.

- **Intellectual Property:** We are the owner or the licensee of all intellectual property rights on our Site, including text, logos, layout, and property imagery. These works are protected by copyright laws around the world.
- **Data Scraping Prohibition:** You must not use, or configure any third-party tool to use, any automated system, robot, spider, scraper, or "AI training data harvester" to extract data, property listings, descriptions, or images from our Site for commercial purposes without our express prior written consent.
- **Security:** You must not misuse our Site by knowingly introducing viruses, trojans, worms, or other malicious material, or attempting to gain unauthorised access to our server, database, or connected systems.

5. Third-Party Links and Portals

Where our Site contains links to other sites and resources provided by third parties (such as property portals, referencing agencies, or local authorities), these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or the information you may obtain from them. We have no control over the contents of those sites.

6. Our Liability

- **Whether you are a consumer or a business:** We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or for fraud.
- **If you are a consumer user:** Please note that we only provide our Site for domestic and private use. You agree not to use our Site for any commercial or business purposes, and we have no liability to you for any loss of profit, loss of business, or business interruption.
- **If you are a business user (e.g., a Landlord client):** We exclude all implied conditions, warranties, representations or other terms that may apply to our Site or any content on it. We will not be liable to you for any loss or damage arising under or in connection with the use of, or inability to use, our Site.

7. Compliance and Complaints Handling

We operate in strict accordance with UK property law. If you have a dispute or wish to make a formal complaint regarding our services or a listing on this website, please consult our full **Complaints Handling Procedure** accessible in our website footer.

As legally required, if an internal complaint cannot be resolved within 8 weeks, you have the right to escalate the matter to our designated Redress Scheme (Property Redress Scheme).

8. Governing Law and Jurisdiction

These Terms of Use, their subject matter, and their formation (and any non-contractual disputes or claims) are governed by the laws of England and Wales.

If you are a consumer, you and we both agree that the courts of England and Wales will have exclusive jurisdiction, except that if you are a resident of Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident of Scotland, you may also bring proceedings in Scotland. If you are a business, we both agree to the exclusive jurisdiction of the courts of England and Wales.