

timeandknowledge*



*membershiphandbook

a guide to lifestyle management

welcome to timeandknowledge*

The Time & Knowledge team believe that the lack of time in today's society is not an exclusive problem. It is something that affects everyone, everyday.

We are here to give you an extra hand in order to help you take care of all those jobs you have to do but don't have the time to sort out, or the knowledge as to who are the best people to use. We will put you in touch with suppliers who can accomplish the jobs you need doing, across a variety of services that range from the ordinary to the unexpected.

Whether you're planning a party, looking for a plumber, arranging a holiday or searching for the perfect gift, we can help.

We are challenged by the unusual and thrive on the mundane.

index

This brochure is your handy reference guide to the service. Just look for the category you need below and go straight to the appropriate page. If you can't find your request listed then just call us. Our consultants will do their best to help.

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how to use the service

Time & Knowledge provides you with practical support to help you complete your personal tasks.

The Time & Knowledge consultant will take your request, source the most suitable supplier and then get back to you with all the details. You will always be contacted by your preferred method of communication.

We will do smaller jobs for you such as booking restaurants or concert tickets. If, at any time, you feel that the supplier isn't right or if your brief changes, get back in touch and we will find you an alternative.

Requests will be acknowledged within the maximum time of one working day.

There are no hourly or time based charges. However long it takes us to track down, organise or find out, you only ever pay your membership fee plus the cost of the actual service or product. There is also no limit on the complexity or the number of requests you would like to make.

All we need is a few basic details such as your name and contact details. This information is then stored securely so you will only have to give it once. Then, every time you call, we have your details at our fingertips.

(Membership is given on the understanding that you have read our terms and conditions detailed at the back of the brochure and have agreed to abide by them.)

What do I need to do on my first call?

Register!

Access to our service can be by phone, fax, e-mail, letter or web site

Phone
020 8939 9012

Fax
020 8939 9090

E-mail
request@timeknowledge.co.uk

our suppliers

We want our customers to trust the suppliers we put them in touch with. This is why we only partner companies who provide outstanding customer service, value for money and a commitment to high standards.

When we partner a company we check out various aspects of their operations. These checks give our customers the peace of mind that they would not get if they chose a company at random from a directory. We will also ensure that partners have renewed all insurance and affiliations when necessary when we conduct our annual contract renewals.

Our suppliers aren't just big corporations; we also use many businesses that operate with only a small team, or even sole traders. As long as the product or service is of high quality, and the provider maintains a high level of customer service, we will add them to our database.

We will always endeavour to put you in touch with a supplier who has been audited and researched by us. Where this is not possible, we will always inform you beforehand.

When we partner a new supplier, they pay us an annual administration fee. This covers the costs of carrying out all the relevant checks. We do not collect commission from our suppliers.

- * Trade affiliations
- * Insurance
- * Client references
- * Health and Safety and police checks (where necessary)
- * Prices are consistent with the market rate.

consultantsandfeedback

Our lifestyle consultants are proud of providing the highest standards of customer care. From all backgrounds and walks of life they are unified in doing their utmost to assist our members in an efficient and professional way.

We encourage and are grateful for continual feedback from our members. In this way we can ensure our customers are satisfied and can improve on the service we offer. Please do contact us with any comments or queries at any time.

services

We will carry out any request you might have whether it's finding a supplier, doing research or sourcing a specific item. However, for ease of use, we have grouped the services into seven categories.

services



time to*

travel

- * Hotels
- * Resort accommodation
- * Villa and cottage rental
- * Activity tours
- * Adventure tours
- * Rail and ferry tickets
- * Travel services
- * Weekend breaks
- * Day trips
- * Flights

We find out exactly what your needs are. Whether it is a cheap flight to Greece, a trip to Las Vegas, a week's skiing in Switzerland or a trek in Thailand, we can help.

To provide you with the best service, the information we require includes:

- A brief description of what you want
- Where you would like to go
- Number of people on the trip and their ages
- Departure/return dates
- Budget
- Any additional services (car hire, mobility services etc.)

*relax



home

- * Domestic cleaning services
- * Builders
- * Electricians
- * Plumbers
- * Heating engineers
- * Painters and decorators
- * Gardeners
- * Removal companies
- * Buying, selling and leasing property

Just contact us to find the help you need, we will tailor our recommendations to your requirements and budget.

To provide you with the best service, the information we require includes:

- What type of service(s) you are looking for
- How often/when you would like the service provider to visit
- Budget

time to*



7

*spring clean

time to*

motor

- * Buying
- * Selling
- * Maintenance
- * Service and repairs
- * Importing
- * Insurance
- * Luxury

Whether you are buying or selling a car, need to get your own car serviced or you want to hire a car, we can put you in touch with suppliers to get you the most suitable deal.

8



*get a move on

entertainmentandleisure

- * Tickets
- * Restaurant bookings
- * Catering
- * Venues
- * Events
- * Evening classes/courses
- * Masseurs
- * Personal trainers

Need to celebrate, get fit, relax or unwind? Let us help.
We can source tickets for concerts, theatres, sporting and sold-out events.

To provide you with the best service, the information we will require includes;

- A brief description of what you want
- Budget
- Dates
- Any other related requirements

time to*



*have a party

time to*

retail

- * Gifts
- * Flowers
- * Wine
- * White goods
- * Hi-fi equipment
- * Toys

Whatever you need, we will help you find it. Perhaps you have a specific product/gift in mind that you are having trouble finding. Give us a call and we will help you source it and have it delivered.

Some of our suppliers frequently offer us special deals which we pass on to our members. We will keep you up to date on what they are if you so wish.



*shop

familyandpets

- * Medical practitioners and consultants
- * Dentists
- * Alternative therapists
- * Playgroups
- * Child minders
- * Schools
- * Nannies
- * Vets
- * Kennels

For all of your family needs we are here to help. Be it healthcare, education, child or pet care, just call us and we will help you find what you require.

time to*



11

*care

time to*

work

- * IT support
- * Office set-up
- * Administration support
- * Relocation assistance
- * Financial or career advice

More and more people are working from home than ever before. We can assist you in setting up everything you might require. Whether you need an IT solution or secretarial support, we can put you in touch with the best people to help you achieve your goals.



*excel

termsandconditions

Background

- A. The products and services described within this booklet are provided by Time & Knowledge Ltd.,
- B. Predominantly acting as a third party provider, Time & Knowledge Ltd, a lifestyle management company, arranges for the provision of specialist services for its members by Partnered Suppliers.
- C. Partnered Suppliers are fully audited and researched by Time & Knowledge Ltd. and accept Time & Knowledge Ltd's terms and conditions of business
- D. The Time & Knowledge Ltd. Member is hereafter referred to as 'you' for the purposes of this Agreement.

1. Obligations of Time & Knowledge Ltd.

- 1.1. Time & Knowledge Ltd. agrees to use all reasonable endeavours to introduce you to suitable service professionals to meet your needs.
- 1.2. Time & Knowledge Ltd. agrees to use all reasonable efforts to ensure that when you use the service, you do not pay more than the open market rate or the recommended retail price for any goods or services concerned.

2. Partnered Suppliers

- 2.1. Where possible Time & Knowledge Ltd. will introduce you to a service professional who is a Partnered Supplier.
- 2.2. Time & Knowledge Ltd. will take all reasonable care to ensure that you are introduced to Partnered Suppliers who are best suited/able to meet your needs.

2.3. Time & Knowledge Ltd. will use its best endeavours to ensure that the Partnered Suppliers are reputable companies offering quality and value to their customers.

2.4. The contract for work to be carried out by the Partnered Supplier is between you and the Partnered Supplier. Time & Knowledge Ltd. is not party to that contract.

2.5. It is the responsibility of the Partnered Supplier to communicate its terms and conditions of business, method of work and working rate to you.

3. Other service professionals

3.1. In the event that Time & Knowledge Ltd. does not have a Partnered Supplier to carry out your requested job or task, Time & Knowledge Ltd. will take reasonable steps to find another service professional to do so. Time & Knowledge Ltd. cannot guarantee such a service professional in any way whatsoever.

4. Your Obligations

4.1. You agree:

- 4.1.1. To use your best endeavours to provide true, accurate, current and complete information when providing details to Time & Knowledge Ltd.
- 4.1.2. To notify Time & Knowledge Ltd. as soon as practical of any changes to the information provided, when appropriate.
- 4.1.3. Not to impersonate any other person or entity or to use a false name you are not authorised to use.

5. Charges and payment

5.1. You shall pay all charges reasonably levied by Time & Knowledge Ltd. in accordance with Time & Knowledge Ltd. published rates as previously notified to you and all charges reasonably levied by Partnered Suppliers as notified to you at the time of booking.

6. Your obligation when accessing the Time & Knowledge Ltd. web site

6.1. In consideration of Time & Knowledge Ltd. making the web site and service available to you, you :

6.1.1. Are responsible for procuring the necessary equipment and the payment of telephone charges necessary to access the web site.

6.1.2. Accept responsibility for any content you provide on the web site.

6.1.3. Agree not to use the web site or the service for any illegal purpose and in accordance with all relevant laws

6.1.4. Agree not to use the web site or the service to transmit or post any chain letters or any material for the purposes of publicity, promotion and/or advertising.

6.1.5. Agree not negligently or recklessly to use the web site or the service to distribute by any means computer viruses or worms to third parties.

6.1.6. Agree not to use the web site or the service to transmit or post any material which is defamatory offensive or of an obscene or menacing character, or in such a way as to cause annoyance, inconvenience or needless anxiety.

6.1.7. Agree not negligently or recklessly to use the web site or the service such that the whole or part of the web site or service is interrupted, damaged, rendered less efficient or such that the effectiveness or functionality of the web site or service is in any way negligently or recklessly impaired.

6.1.8. Agree not to use the web site or the service in any manner which constitutes a violation or infringement of the rights of any person, firm or company (including, but not limited to, third party intellectual property rights or confidentiality).

6.1.9. Agree not to use the web site to attempt any unauthorised access to any part or component of the web site or that of any third party which you can connect to via the web site (or other directly or otherwise connected network).

7. Confidentiality

7.1. All private information matters or issues that you disclose to Time & Knowledge Ltd. are confidential. Time & Knowledge Ltd. will not disclose information about you to third parties other than for the purposes of this Agreement.

7.2. Time & Knowledge Ltd. recognises the importance of confidentiality and under normal circumstances will not release any information that would identify you or the issues discussed. However, there may be very rare occasions when a Time & Knowledge Ltd. consultant will need to disclose personal information. These would include situations where there is a threat to human life or physical safety or where there is a major threat to the interests of the sponsoring organisation. In these circumstances, you would normally be made aware of our obligation to break confidentiality.

7.3. Time & Knowledge Ltd. Is regulated by the Data Protection Act 1998.

8. Liability

8.1. When you instruct a Partnered Supplier, your contract for that Partnered Supplier's services is with the Partnered Supplier, not Time & Knowledge Ltd.

8.2. Time & Knowledge Ltd. is not responsible for the actions of the Partnered Supplier.

8.3. Subject fully to its obligations under clauses 1.1, 1.2, 2.1, 2.2, and 2.3 above, Time & Knowledge Ltd. accepts no responsibility for any loss liability or cost incurred by you as a result of any act or omission by the Partnered Supplier.

8.4. Subject fully to its obligations under clauses 1.1. and 1.2 above, Time & Knowledge Ltd. accepts no responsibility for any loss liability or cost incurred by you as a result of any act or omission by any other service professional who is not a Partnered Supplier.

8.5. Time & Knowledge Ltd. makes no warranty that the web site or use of the service will be uninterrupted, timely or error free.

8.6. Time & Knowledge Ltd. accepts no responsibility for any act or omission beyond its reasonable control.

9. Force Majeure — Unforeseeable Events

9.1. "Force majeure event" means an event beyond the reasonable control of either party including without limitation strike, lock-out, labour dispute, act of God, war, civil commotion, malicious damage, compliance with a law or government order, rule, regulation or direction, accident breakdown of plant or machinery, fire, flood, storm, and other circumstances affecting the supply of goods and services.

9.2. Neither party to this Agreement shall be responsible to the other party for any delay in performance or non-performance due to a force majeure event. Time & Knowledge Ltd shall promptly upon the occurrence of a force majeure event inform you in writing stating that the event has delayed or prevented its performance under this Agreement and thereafter that it shall take all action within its power to comply with the terms of this Agreement as fully and promptly as possible.

10. Termination

10.1. A party (the "Initiating Party") may terminate this Agreement with immediate effect by written notice to the other party (the "Breaching Party") on or at any time after the occurrence of an event specified in Clause 10.2 in relation to the Breaching Party.

10.2. The events are:

10.2.1. Material breach of this Agreement by either party and if the breach is capable of remedy failing to remedy the breach within 30 days starting on the day after receipt of notice from the Initiating Party giving details of the breach and requiring the Breaching Party to remedy the breach and stating that a failure to remedy the breach may give rise to termination. For the purposes of this Clause a breach is capable of remedy if time is not of the essence in performance of the obligation

and if the Breaching Party can comply with the obligation within the 30 day period.

10.2.2. The irreconcilable breakdown of communication between the parties such as to render it impossible to maintain a future working relationship.

10.2.3. The Breaching Party passing a resolution for its winding up or a court of competent jurisdiction making an order for the Breaching Party's winding up or dissolution.

10.2.4. The making of an administration order in relation to the Breaching Party or the appointment of a receiver over or an encumbrancer taking possession of or selling an asset of the Breaching Party.

10.2.5. The Breaching Party making an arrangement or composition with its creditors generally or making an application to a court of competent jurisdiction for protection from its creditors generally.

10.2.6. The making of a bankruptcy order or :-

10.2.7. Death of the member.

11. Consequences of Termination

11.1. Both your and Time & Knowledge Ltd.'s further rights and obligations cease immediately on termination of this Agreement but termination does not affect either party's accrued rights and obligations at the date of termination.

11.2. Within 30 days of termination of this Agreement you shall pay all monies still owing to Time & Knowledge Ltd. or any Partnered Supplier at the date of termination.

11.3. In the event that any such outstanding monies are not paid within 30 days of termination, these outstanding monies shall immediately be due and may be debited directly from your bank account or credit card.

12. Time & Knowledge Ltd. Rights

12.1. Time & Knowledge Ltd. reserves the right to:

12.1.1. Close access to any feature of the web site:

12.1.1.1. If your usage of the feature is reasonably deemed against the interests of Time & Knowledge Ltd. or other users of the web site or the service;

12.1.1.2. If and when necessary for the proper maintenance of the website.

12.1.2. To make modifications to the web site or the service with or without notice to you.

12.2. The content, layout and organisation of the web site shall be subject to variation at the sole discretion of Time & Knowledge Ltd.

12.3. Time & Knowledge Ltd. will not be liable to you or any third party for any reasonable modification to the web site or the service.

12.4. In the event of the Time & Knowledge Ltd. publication of the web site being restricted, curtailed or prevented by law or any other act or thing being beyond Time & Knowledge Ltd.'s control, Time & Knowledge Ltd. may at any time, notwithstanding anything contained in this Agreement, forthwith terminate this Agreement.

13. Intellectual Property Rights

13.1. You hereby acknowledge that all present and future copyright and other intellectual property rights subsisting in, or used in connection with, the web site (the "Rights"), including the manner in which the web site is presented or appears and all the information and documentation relating thereto is the property of Time & Knowledge Ltd. and nothing contained herein shall be constructed so as to transfer any of the Rights to you.

14. Notices

14.1. A notice or other communication under, or in connection with this Agreement shall be in writing and shall be delivered personally or sent by

first class post, fax or e-mail to the party due to receive the notice or communication at its address set out in this Agreement or the fax or e-mail address specified in writing to the other.

15. General

15.1. If any of the above provisions are held to be illegal or unenforceable such provisions shall be severed and the remainder of the Agreement shall remain in full force and effect unless the business purpose of this Agreement is substantially frustrated thereby.

15.2. This Agreement, in conjunction with the Time & Knowledge Ltd. Brochure, constitutes the entire agreement between Time & Knowledge Ltd. and you and supersedes all previous communications, representations and agreements, either written or oral (other than fraudulent misrepresentation). You acknowledge that no reliance is placed on any representation made but not embodied in the said documents, though for the avoidance of doubt nothing in this Agreement shall in any way limit any rights you may have arising by virtue of the Contracts (Rights of Third Parties) Act 1999 or any successor legislation.

15.3. The terms of this Agreement shall regulate the relationship between you and Time & Knowledge Ltd. and the use of the services provided by Time & Knowledge Ltd. shall constitute acceptance by you of the terms and conditions set out in this Agreement.

16. Governing Law and Jurisdiction

16.1. This agreement is governed by and shall be construed in accordance with English Law.

16.2. The courts of England have exclusive jurisdiction to hear and decide any suit action or proceedings and to settle any disputes which may arise out of or in connection with this Agreement and for these purposes each party irrevocably submits to the jurisdiction the courts of England (save in the cases of members based in Scotland in whose case the Scottish courts shall also have jurisdiction).

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