



Aftercare Fair Usage

2025

Fair Usage Policy

STKR Studio operates a fair usage policy that limits the number of support hours you receive within your Hosting & Support package to 3 hours each calendar month; if unused, these hours do not roll over. We will monitor your usage each calendar month to protect our services for all our customers.

In the rare case that you exceed your fair usage limit, we will inform you and give you the option to pay hourly for our work at the rate of £60 per hour, or place the changes on hold until the following month. We will never carry out additional work outside of our fair use policy without your written consent.

In some cases, we may offer 1:1 Website Training inclusive of your Hosting & Support package. This one-off training session is recorded and limited to 30 minutes. Additional training may incur costs.

To maximise this allowance, we advise that all your changes and content are sent via email, clearly listed. Telephone conversations discussing changes are also included in this allowance. From here, our Customer Support team will open a ticket and advise a suitable turnaround time in line with our Tiers stated below.

Support Tiers

T1 (First Response Time: 8 Working Hours)

Critical issues: Complete service loss, website downtime, non-functional email accounts, domain name problems, or payment gateway failures.

T2 (First Response Time: 16 Working Hours)

Major disruptions: Intermittent service loss, website visibility issues, partially functioning email accounts, or booking system failures.

T3 (First Response Time: 32 Working Hours)

General updates: Website content updates, image changes, and other non-urgent modifications.

Response times may vary based on your request and our current workload.

In rare cases of total service loss, we will notify you, including on weekends, at the company's discretion.

File Upload Policy

We request that files uploaded to your website are no larger than 1MB in file size. This is more than adequate for web browsing, and larger files can impact bandwidth. Uploading large files can result in slower website speeds, for which we cannot be held responsible or carry out additional works to improve unless agreed. We put measures in place on your website to prevent this, but this cannot always be relied upon.

Policy Updates

STKR Studio reserves the right to update these terms of use at any time.

