



Terms and Conditions

Operated by LIFTOFFUK LTD · Effective 1 July 2026 · Version 1.0

These Terms and Conditions ("Terms") govern your access to and use of the LiftOff platform at liftoff-app.com, operated by LIFTOFFUK LTD ("LiftOff", "we", "us", "our"), a company registered in England and Wales with company number 17041399, whose registered office is at 3rd Floor, 86-90 Paul Street, London, England, EC2A 4NE. By creating an account or using the Platform, you agree to these Terms. If you do not agree, you must not use the Platform.

1. Definitions

- **Platform** — the LiftOff website at liftoff-app.com, applications and related services.
- **Driver** — a user who posts Tasks and engages Accelerators to perform work.
- **Accelerator** — a freelancer who offers to perform and performs Tasks for Drivers.
- **Task** — a unit of work posted by a Driver and performed by an Accelerator via the Platform.
- **User** — any person who accesses the Platform, including Drivers and Accelerators.
- **Task Contract** — the contract for the performance of a Task formed directly between a Driver and an Accelerator.
- **Fees** — the platform fees, commissions and charges payable to LiftOff as set out in clause 7.

2. Our role — we are an intermediary

LiftOff provides a two-sided marketplace that introduces Drivers to Accelerators and facilitates the posting, matching, management and payment of Tasks. LiftOff is not a party to any Task Contract.

The Task Contract is formed solely between the Driver and the Accelerator. LiftOff does not employ Accelerators, does not supply the services performed under any Task, and is not responsible for the performance, quality, timeliness, legality or outcome of any Task. Accelerators perform Tasks as independent contractors and not as employees, workers or agents of LiftOff or of any Driver (save where a Driver and Accelerator separately agree otherwise between themselves).

We do not guarantee that any Driver will find a suitable Accelerator, that any Accelerator will find suitable Tasks, or that any particular outcome will result from use of the Platform.

3. Eligibility and accounts

- You must be at least 18 years old and capable of forming a legally binding contract.
- You must provide accurate, current and complete information when registering and keep it up to date.
- You are responsible for maintaining the confidentiality of your account credentials and for all activity under your account. Notify us immediately of any unauthorised use.

- You may not create accounts by automated means, impersonate any person, or maintain more than one account without our consent.

4. Accelerator checks and quality

We operate processes intended to verify Accelerator identity and to assess quality, including identity verification and a quality-based assessment and matching system that ranks and recommends Accelerators using signals such as skills, relevance, ratings, track record and availability.

These processes are not guarantees. We do not warrant the identity, qualifications, suitability, honesty, availability or work quality of any Accelerator, and the order or prominence in which Accelerators are presented does not amount to a recommendation or endorsement by LiftOff. You remain responsible for satisfying yourself as to the suitability of any Accelerator (or Driver) before entering into a Task Contract. We may accept, decline, suspend or remove any Accelerator, or adjust how Accelerators are assessed or presented, at our discretion.

5. Posting and performing Tasks

5.1 Drivers

- You are responsible for accurately describing each Task, its scope, deliverables, deadlines and budget.
- You are responsible for assessing the suitability of any Accelerator before engaging them.
- You must pay for Tasks in accordance with these Terms and any agreed Task terms.

5.2 Accelerators

- You must perform Tasks with reasonable skill and care and in accordance with the agreed scope.
- You warrant that you have the right, skills, qualifications and any licences necessary to perform the Tasks you accept.
- You are responsible for your own taxes, National Insurance contributions, insurance and compliance with all laws applicable to your work, including IR35 where relevant.
- You must not subcontract a Task without the Driver's consent.

6. Off-platform circumvention

To protect the integrity of the marketplace and ensure Fees are properly accounted for, Drivers and Accelerators introduced through the Platform agree not to solicit, arrange or accept payment for Tasks outside the Platform where those Tasks arise from an introduction made through the Platform, for the duration of the relationship and for 12 months afterwards, except as expressly permitted by us in writing.

7. Payments, holding of funds and release

7.1 Fees

Fees, platform charges and commission are set out within the Platform and may vary by subscription tier. By posting or accepting a Task you agree to the charges applicable to you at

the relevant time. Fees are non-refundable except as required by law or as expressly stated. Promotional terms (including any early-access or founding-member pricing) apply only as described at the time of the offer and may be time-limited.

7.2 Payment processing

Payments are processed by our payment provider, Stripe, including via Stripe Connect. By using the Platform you also agree to Stripe's applicable terms, including the Stripe Connected Account Agreement.

7.3 Holding of funds

When a Driver pays for a Task, the payment is collected by Stripe and held within LiftOff's Stripe balance — that is, within the LiftOff account held at Stripe. These funds are not paid into LiftOff's own external bank account while they are being held; they remain in LiftOff's Stripe balance pending release. The funds are held by LiftOff (and not by the Driver or the Accelerator) until released in accordance with this clause. LiftOff does not provide formal escrow services.

7.4 Review window and release

When an Accelerator submits completed work, a review window of 14 days begins, running from the date of work submission. During this window the Driver may approve the work and release payment, or raise a dispute. If the Driver does not approve payment or raise a dispute within the 14-day window, the payment will be released automatically to the Accelerator. Payments released automatically are treated in all respects as if approved by the Driver.

7.5 Amounts released

On release, the agreed Task price less the applicable platform fee (which LiftOff retains) is transferred to the Accelerator's own connected Stripe account. Funds are transferred between Stripe accounts and are not routed through LiftOff's external bank account.

7.6 LiftOff release rights

LiftOff may, at its discretion, release held funds to the Accelerator, or continue to hold them, in order to resolve a dispute or a stalled transaction. This is an operational right exercised by LiftOff and does not make LiftOff a party to the Task Contract.

7.7 Disputes

Either the Driver or the Accelerator may raise a dispute in respect of a Task, once per Task, using the dispute function on the Platform. Raising a dispute before payment has been released suspends the automatic 14-day release in respect of that payment until LiftOff has reviewed and resolved the dispute. LiftOff reviews disputes manually and acts as arbiter; LiftOff's determination of how held funds are dealt with is final as between the parties for the purposes of the Platform, without affecting either party's legal rights. We may, but are not obliged to, mediate disputes, and any decision we make in that capacity does not make us a party to the Task Contract.

7.8 Refunds

Refunds to Drivers are not made automatically. Any refund is handled separately and at LiftOff's discretion or as required by law. Chargebacks and related card-scheme processes are handled in accordance with Stripe's processes.

7.9 Taxes

You are responsible for any taxes arising from your use of the Platform, other than taxes on LiftOff's own income.

8. Acceptable use

You agree not to:

- use the Platform for any unlawful, fraudulent or harmful purpose;
- post content that is false, misleading, defamatory, obscene, discriminatory or that infringes the rights of others;
- post or perform Tasks that are illegal or that breach any third party's rights;
- upload malware, attempt to gain unauthorised access, scrape data, or interfere with the operation or security of the Platform;
- circumvent, disable or attempt to defeat any verification, payment, security or fee mechanism;
- harass, abuse or threaten other Users.

We may remove content, suspend or terminate accounts, and take any other action we consider appropriate where we reasonably believe these Terms have been breached.

9. Intellectual property

9.1 The Platform

All intellectual property rights in the Platform, including its software, design, branding and content (excluding User content and Task deliverables), are owned by or licensed to LiftOff. We grant you a limited, non-exclusive, non-transferable, revocable licence to use the Platform in accordance with these Terms.

9.2 Task deliverables

Ownership of intellectual property in deliverables produced under a Task is a matter for the Driver and Accelerator to agree in the Task Contract. In the absence of agreement, ownership does not transfer until the Accelerator has been paid in full for the relevant Task, after which (unless otherwise agreed) the deliverables are assigned to the Driver. Accelerators retain ownership of pre-existing materials and general know-how.

9.3 User content

You retain ownership of content you submit, and you grant LiftOff a worldwide, royalty-free licence to host, store, display and use that content to the extent necessary to operate and promote the Platform.

10. Disclaimers

The Platform is provided "as is" and "as available". To the fullest extent permitted by law, we exclude all implied warranties, conditions and terms relating to the Platform. We do not warrant that the Platform will be uninterrupted, error-free or secure, or that any Driver or Accelerator is suitable, reliable or qualified. We do not endorse any User and are not responsible for the acts or omissions of any User.

11. Limitation of liability

Nothing in these Terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be limited or excluded by law.

Subject to the above, and to the fullest extent permitted by law:

- we are not liable for any loss arising from a Task Contract, the conduct of any User, or the performance, quality or outcome of any Task;
- we are not liable for any indirect or consequential loss, loss of profit, loss of business, loss of goodwill, or loss or corruption of data;
- our total aggregate liability to you arising out of or in connection with these Terms and your use of the Platform in any 12-month period is limited to the greater of (a) the total Fees paid by or attributable to you to LiftOff in that period, and (b) £100.

12. Indemnity

You agree to indemnify LiftOff against all losses, liabilities, costs and expenses (including reasonable legal fees) arising out of your breach of these Terms, your misuse of the Platform, your performance or non-performance of any Task, or your breach of any law or third-party right.

13. Suspension and termination

You may close your account at any time. We may suspend or terminate your access to the Platform, with or without notice, where we reasonably believe you have breached these Terms, where required by law, or to protect the Platform or other Users. On termination, accrued rights and obligations (including payment obligations and clauses intended to survive) continue.

14. Changes to these Terms

We may amend these Terms from time to time. Where changes are material, we will give you reasonable notice (for example by email or via the Platform). Your continued use of the Platform after the changes take effect constitutes acceptance of the amended Terms.

15. Data protection

Our handling of personal data is described in our Privacy Policy, which forms part of these Terms. By using the Platform you acknowledge that Drivers and Accelerators may each act as independent controllers of personal data they exchange in connection with a Task and are each responsible for their own compliance with data protection law.

16. General

- These Terms constitute the entire agreement between you and LiftOff regarding the Platform.
- If any provision is found to be unenforceable, the remaining provisions continue in full force.
- Our failure to enforce any provision is not a waiver of it.
- You may not assign your rights under these Terms without our consent. We may assign or transfer our rights and obligations.

- A person who is not a party to these Terms has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce them.

17. Governing law and jurisdiction

These Terms and any dispute arising out of or in connection with them are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction, save that if you are a consumer you may also bring proceedings in the courts of the part of the United Kingdom in which you live.

18. Contact

LIFTOFFUK LTD

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This document is a starting template and not legal advice. It should be reviewed by a qualified solicitor before use, particularly the payment-handling, fund-holding, contractor-status and liability provisions.