

Lavender Hill Publishing

Terms and Conditions & Privacy Policy



Updated
8th July 2026

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Privacy Policy

Privacy Policy
Applied To
Lavender Hill Publishing

Privacy Policy

Privacy Policy for Lavender Hill Publishing

Privacy Policy

Last updated: 8th July, 2026

This Privacy Policy describes our policies and procedures on the collection, use and disclosure of your information when you use the service and tells you about your privacy rights and how the law protects you.

We use your Personal Data to provide and improve the service. By using the service, you agree to the collection and use of information in accordance with this Privacy Policy.

Interpretation and Definitions

Interpretation

The words whose initial letters are capitalised have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or plural.

1 - Definitions

For the purposes of this Privacy Policy:

Account means a unique account created for you to access our service or parts of our service.

Affiliate means an entity that controls, is controlled by, or is under common control with a party, where “control” means ownership of 50% or more of the shares, equity interest or other securities entitled to vote for the election of directors or other managing authority.

Company (referred to as either “Lavender Hill Publishing”, “we”, “us” or “our” in this Privacy Policy) refers to Lavender Hill Publishing.

Cookies are small files that are placed on your computer, mobile device, or other device by a website, containing details of your browsing history on that website, among their many uses.

Country refers to: The United Kingdom.

Device means any device that can access the service, such as a computer, cell phone, or digital tablet.

Personal Data (or “Personal Information”) is any information that relates to an identified or identifiable individual.

We use “Personal Data” and “Personal Information” interchangeably unless a law uses a specific term.

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Service refers to the website.

Service Provider means any natural or legal person who processes the data on behalf of Lavender Hill Publishing. It refers to third-party companies or individuals employed by the Lavender Hill Publishing to facilitate the service, to provide the service on behalf of the Lavender Hill Publishing, to perform services related to the service or to assist the Lavender Hill Publishing in analysing how the service is used.

Usage Data refers to data collected automatically, either generated by the use of the service or from the Service infrastructure itself (for example, the duration of a page visit).

The website refers to Lavender Hill Publishing at <https://www.lavender-hill-publishing.com>.

You means the individual accessing or using the service, or company, or other legal entity on behalf of which such individual is accessing or using the service, as applicable.

Collecting and Using Your Personal Data

Types of Data Collected

Personal Data

While using our service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally

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identifiable information may include, but is not limited to:

Email address

First name and last name

Address, State, Province, ZIP/Postal code, City

Usage Data

Usage Data is collected automatically when using the service.

Usage Data may include information such as your Device's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

2 - Accessing The Service

When you access the service by or through a mobile device, we may collect certain information automatically, including, but not limited to, the type of mobile device you use, your mobile device's unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser you use, unique device identifiers and other diagnostic data.

We may also collect information that your browser sends whenever you visit our service or when you access the service by or through a mobile device.

3 - Tracking Technologies

We use Cookies and similar tracking technologies to track the activity on our service and store certain information. Tracking technologies we use include beacons, tags, and scripts to collect and track information and to improve and analyse our service. The technologies we use may include:

4 - Cookies

Cookies or Browser Cookies. A cookie is a small file placed on your device. you can instruct your browser to refuse all Cookies or to indicate when a Cookie is being sent. However, if you do not accept Cookies, you may not be able to use some parts of our service.

web Beacons. Certain sections of our service and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit Lavender Hill Publishing, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of a certain section and verifying system and server integrity). Cookies can be “Persistent” or “Session” Cookies. Persistent Cookies remain on your personal computer or mobile device when you go offline, while Session

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Cookies are deleted as soon as you close your web browser.

Where required by law, we use non-essential cookies (such as analytics, advertising, and remarketing cookies) only with your consent. You can withdraw or change your consent at any time using our cookie preferences tool (if available) or through your browser/device settings. Withdrawing consent does not affect the lawfulness of processing based on consent before its withdrawal.

we use both Session and Persistent Cookies for the purposes set out below:

Necessary / Essential Cookies

Type: Session Cookies

Administered by: Us

Purpose: These Cookies are essential to provide you with services available through the website and to enable you to use some of its features. They help to authenticate users and prevent fraudulent use of user accounts. Without these Cookies, the services you have requested cannot be provided, and we use them solely to provide those services.

Cookies Policy / Notice Acceptance Cookies

Type: Persistent Cookies

Privacy Policy

Administered by: Us

Purpose: These Cookies identify if users have accepted the use of cookies on the website.

Functionality Cookies

Type: Persistent Cookies

Administered by: Us

Purpose: These Cookies allow Us to remember choices you make when you use the website, such as remembering your login details or language preference. The purpose of these Cookies is to provide you with a more personal experience and to avoid you having to re-enter your preferences every time you use the website.

For more information about the cookies we use and your choices regarding cookies, please visit our Cookies Policy or the Cookies section of our Privacy Policy.

5 - Personal Data

Use of your Personal Data

Lavender Hill Publishing may use Personal Data for the following purposes:

To provide and maintain our service, including monitoring the usage of our service.

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To manage your account: to manage your registration as a user of the service. The Personal Data you provide can give you access to different functionalities of the service that are available to you as a registered user.

For the performance of a contract: the development, compliance and undertaking of the purchase contract for the products, items or services you have purchased or of any other contract with Us through the service.

To contact you: To contact you by email, telephone, SMS, or other equivalent forms of electronic communication, such as a mobile application's push notifications, regarding updates or informative communications related to the functionalities, products, or contracted services, including security updates when necessary or reasonable for their implementation.

To provide you with news, special offers, and general information about other goods, services and events which we offer that are similar to those that you have already purchased or inquired about, unless you have opted not to receive such information.

To manage your requests: To attend to and manage your requests to Us.

For business transfers: we may use your Personal Data to evaluate or conduct a merger, divestiture, restructuring, reorganisation, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or

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similar proceeding, in which Personal Data held by Us about our Service users is among the assets transferred.

For other purposes: we may use your information for other purposes, such as data analysis, identifying usage trends, determining the effectiveness of our promotional campaigns and to evaluate and improving our service, products, services, marketing and your experience.

we may share your Personal Data in the following situations:

With Service Providers: we may share your Personal Data with Service Providers to monitor and analyse the use of our service, for payment processing, and to contact you.

For business transfers: we may share or transfer your Personal Data in connection with, or during negotiations of, any merger, sale of Lavender Hill Publishing assets, financing, or acquisition of all or a portion of our business to another company.

With Affiliates: we may share your Personal Data with our affiliates, in which case we will require those affiliates to honour this Privacy Policy. Affiliates include our parent company and any other subsidiaries, joint venture partners or other companies that we control or that are under common control with Us.

With business partners: we may share your Personal Data with our business partners to offer you certain products, services or promotions.

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With other users: If our Service offers public areas, when you share Personal Data or otherwise interact in the public areas with other users, such information may be viewed by all users and may be publicly distributed outside.

With your consent: we may disclose your Personal Data for any other purpose with your consent.

Retention of your Personal Data

Lavender Hill Publishing will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Where possible, we apply shorter retention periods and/or reduce identifiability by deleting, aggregating, or anonymising data. Unless otherwise stated, the retention periods below are maximum periods (“up to”) and we may delete or anonymise data sooner when it is no longer needed for the relevant purpose. we apply different retention periods to different categories of Personal Data based on the purpose of processing and legal obligations:

6 - Account Information

User Accounts: retained for the duration of your account relationship, plus up to 24 months after account

closure to handle any post-termination issues or resolve disputes.

Customer Support Data

Support tickets and correspondence: up to 24 months from the date of ticket closure to resolve follow-up inquiries, track service quality, and defend against potential legal claims

Chat transcripts: up to 24 months for quality assurance and staff training purposes.

Usage Data

website analytics data (cookies, IP addresses, device identifiers): up to 24 months from the date of collection, which allows us to analyse trends while respecting privacy principles.

Server logs (IP addresses, access times): up to 24 months for security monitoring and troubleshooting purposes.

7 - Financial and Transaction Data

Payment information: credit/debit card details are not stored on our servers; they are processed by our Payment Service Providers. We retain transaction records (invoice details, purchase history, amounts) for up to 10 years from the date of transaction to comply with tax laws and financial regulations.

Billing and invoice records: up to 10 years to meet accounting and tax compliance requirements.

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Usage Data is retained in accordance with the retention periods described above, and may be retained longer only where necessary for security, fraud prevention, or legal compliance.

We may retain Personal Data beyond the periods stated above for different reasons:

Legal obligation: we are required by law to retain specific data (e.g., financial records for tax authorities).

Legal claims: Data is necessary to establish, exercise, or defend legal claims.

Your explicit request: to retain specific information.

Technical limitations: Data exists in backup systems that are scheduled for routine deletion.

You may request information about how long we will retain your Personal Data by contacting Us.

When retention periods expire, we securely delete or anonymise Personal Data according to the following procedures:

Deletion: Personal Data is removed from our systems and no longer actively processed.

Backup retention: Residual copies may remain in encrypted backups for a limited period, consistent with our backup retention schedule, and are not restored unless necessary for security, disaster recovery, or legal compliance.

Anonymisation: In some cases, we convert Personal Data into anonymous statistical data that cannot be

linked back to you. This anonymised data may be retained indefinitely for research and analytics.

8 - Transfer of your Personal Data

Your information, including Personal Data, is processed at Lavender Hill Publishing's operating offices and in any other places where the parties involved in the processing are located. It means that this information may be transferred to – and maintained on – computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ from those of your jurisdiction.

Where required by applicable law, we will ensure that international transfers of your Personal Data are subject to appropriate safeguards and supplementary measures where appropriate. Lavender Hill Publishing will take all reasonable steps to ensure that your data is treated securely and in accordance with this Privacy Policy. No transfer of your Personal Data will take place to an organisation or a country unless adequate controls are in place, including the security of your data and other personal information.

9 - Deleting your Personal Data

You have the right to request that we delete, or assist you in deleting, the Personal Data we have collected about you.

Our service may allow you to delete certain information about you within the service.

You may update, amend, or delete your information at any time by signing in to your account (if you have one) and visiting the account settings section to manage your personal information. You may also contact us to request access to, correct, or delete any Personal Data that you have provided to Us.

Please note, however, that we may need to retain certain information when we have a legal obligation or lawful basis to do so.

10 - Disclosure of your Personal Data

Business Transactions

If Lavender Hill Publishing is involved in a merger, acquisition or asset sale, your Personal Data may be transferred. We will provide notice before your Personal Data is transferred and becomes subject to a different Privacy Policy.

Law enforcement

Under certain circumstances, Lavender Hill Publishing may be required to disclose your Personal Data by law or in response to valid requests from public authorities (e.g., a court or a government agency).

Other legal requirements

Lavender Hill Publishing may disclose your Personal Data in good faith belief that such action is necessary to:

11 - Complying With Legal Obligations

Privacy Policy

Protect and defend the rights or property of Lavender Hill Publishing.

Prevent or investigate possible wrongdoing in connection with the service.

Protect the personal safety of Users of the Service or the public.

Protect against legal liability.

Security of your Personal Data.

The security of your Personal Data is important to Us, but remember that no method of transmission over the Internet or electronic storage is 100% secure. While we strive to use commercially reasonable means to protect your Personal Data, we cannot guarantee its absolute security.

Detailed Information on the Processing of your Personal Data

The Service Providers we use may have access to your Personal Data. These third-party vendors collect, store, use, process and transfer information about your activity on our service in accordance with their Privacy Policies.

12 - Payments

We may provide paid products and/or services within the service. In that case, we will use third-party payment processing services (e.g., payment processors).

We will not store or collect your payment card details. That information is provided directly to our third-party payment processors, whose use of your personal information is governed by their Privacy Policy. These

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payment processors adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, Mastercard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of payment information.

Mollie

Their Privacy Policy can be viewed at:

<https://www.mollie.com/gb/legal/privacy>

Stripe

Their Privacy Policy can be viewed at:

<https://stripe.com/us/privacy>

PayPal

Their Privacy Policy can be viewed at:

<https://www.paypal.com/webapps/mpp/ua/privacy-full>

13 - Children's Privacy

Our service does not address anyone under 18. We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your child has provided Us with Personal Data, please contact Us. If we become aware that we have collected Personal Data from anyone under 16 without verifying parental consent, we take steps to remove that information from our servers.

If we need to rely on consent as a legal basis for processing your information and your country requires parental consent, we may require your parents' consent before we collect and use that information.

14 - Links to Other Websites

Our service may contain links to other websites that are not operated by Us. If you click a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

15 - Changes to this Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy in this booklet.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Contact Us

If you have any questions about this Privacy Policy, you can contact us:

By email:

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info@lavender-hill-publishing.com

By visiting this page on our website:
<https://www.lavender-hill-publishing.com/submissions>

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Terms & Conditions

Applied To
Lavender Hill Publishing

1 - Initial Work

1. We have termed this book as a project to enable us to adopt a stage-by-stage approach. This clearly sets out the different steps involved in producing your book as a ‘flipbook’ and allows you to be ‘hands-on’ for your development and research work, regardless of whether the initial work is ever published.
2. The initial pre-publication work that this agreement covers will include the following stages:

Stage 1: Page size and setting

Stage 2: Further development and editing

Stage 3: Image gathering and assembly

Stage 4: Submission to the platform

(together, known as the “**Initial work**”).

Terminology:

Initial invoice - The price the original invoice quotes prior to any discounts being applied.

GBP or £ - The equivalent in US Dollars, Euros, or any other accepted currency.

2 – Considerations

1. For this initial work, we will charge a one-off administrative fee (see pricing limitations) at
 - a. <https://www.lavender-hill-publishing.com/pricingor>
 - b. the equivalent in US Dollars, Euros, or any other accepted currency on the day of the submission/s, regardless of size, genre, or word count. Then, an annual repeat payment arrangement (per book) until either party formally dissolves the agreement, as set out in sub-paragraphs 5, 6 and 7 below. Subject to Lavender Hill Publishing's approval of the satisfactory completion of all four above stages.
 - c. Prior to Lavender Hill Publishing's final acceptance of the Initial Work, Lavender Hill Publishing shall retain the right to modify the format or presentation of the submission where reasonably necessary to ensure compliance with regional requirements, technical specifications, or publishing standards. Such modifications may include, but are not limited to, adjustments to genre, title, or principal narrative elements. Lavender Hill Publishing shall notify the Client of any changes that would materially alter the presentation or substance of the work.
2. Upon submission of this form, you are required to explicitly acknowledge and confirm your acceptance of the terms set out herein. Such confirmation shall

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constitute a binding contractual agreement between Lavender Hill Publishing and the applicant.

3. The contractual agreement and all rights to the work submitted to Lavender Hill Publishing shall remain in force and effect for a minimum term of three years.
4. At the editor's discretion, Lavender Hill Publishing (acting on behalf of the Client might request a limited amount of assistance with your initial work, particularly by contributing ideas and suggestions throughout the four-stage process.
5. Requests for early termination of this agreement shall be reviewed at Lavender Hill Publishing's sole discretion, based on the specific circumstances of each case. If such a request is approved, the Client shall be liable for all costs incurred in respect of work performed or partially performed by Lavender Hill Publishing or its authorised agents. All outstanding invoices must be settled in full within twenty-one (21) calendar days of the date of written notice. Additionally, any fees applicable to the annual registration period shall be payable at the prevailing rates specified on the relevant invoice.
6. Upon the expiry of the aforementioned twenty-one (21) day period, any outstanding balances shall no longer be eligible for any previously applied discounts in respect of administrative, editorial or presentational services, whether such discounts were granted pursuant to the terms of this agreement or otherwise. The said discounts will be removed in their entirety. Prices will

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revert to the standard charges quoted before the discount was applied, as stated on the invoice.

7. If any outstanding invoice(s) remain unpaid after the due date, a late payment administration charge shall apply following the first default date. This charge will be calculated at £12.00 plus 3.6% of the total amount brought forward from the preceding month and identified in all subsequent invoices until the debt is settled or until late payment charges exceed £150.00. If the invoice remains unpaid once additional charges have reached this cap, or if the matter remains unresolved for an unreasonable period thereafter, we reserve the right to pursue recovery of the debt in accordance with the laws of England and Wales, including the initiation of legal proceedings where necessary.
8. The Client acknowledges that for the purposes of publication, the right to make alterations to the text of the Initial work in order to make corrections and conform the text to the house style, and also for the purpose of removing any material which might, in the opinion of Lavender Hill Publishing, be actionable at law or which might damage the publisher's reputation or business interests. Lavender Hill Publishing may also make alterations for the purpose of complying with the advice of the publisher's legal advisers and for other general copy-editing reasons. The Client consents to the exercise by the publisher of such rights.
9. In addition to section 8 of these terms:

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10. In the event that Lavender Hill Publishing receives editorial for direct editing, the customer/Client shall, without exclusion, be responsible for its use. Ensuring that all copyrighted material has been given clearance by its rightful owner. False submissions of information are entirely the responsibility of the person submitting the material. This includes graphics, written material, photographs, artwork, and legal title.
11. The preferred language used for uploaded material is either King's English or American English. Where the text results in a mixture of the two, King's English will take preference as a natural choice of replacement.
12. Avoidance of vanicular variants should be avoided at all costs. Include local terminology only when necessary and limit its use if your audience is wide, to avoid misunderstandings.
13. Writers should use American English for characters set in the US or its territories, and King's English for settings such as London, Ireland, Australia, or Canada, as well as for all other British territories. Never mixing the two. If uncertain, default to King's English. Lavender Hill Publishing reserve the right to change any uncertainties and will generally utilise King's English to remedy the error.
14. Language deemed blasphemous or potentially offensive may be replaced or removed at the editor's will if it is considered to be inappropriate or offensive to your as yet unknown or regional audience.

4 - Intellectual Property

1. All of the initial work submitted by the Client, carried out subject to this agreement, will automatically be assigned and will become the wholly owned property and copyright of Lavender Hill Publishing for the length of time Lavender Hill Publishing holds the copyright licence.
2. The Client thereby grants the publisher the sole and exclusive licence to exploit the publication and proprietary rights in the initial work throughout the world for the full period of the agreed term.
3. The Client also appoints the publisher or their third party representatives as the sole and exclusive agent of the Client for flipbook presentation, for the full period of the agreement (Para 2 Section 5) to sell, exploit, enter into contracts and collect all income arising in relation to the exercise by third parties of any subsidiary rights in the initial work (including, without limitation, the braille rights, digest rights, educational rights, merchandising rights, television rights, radio rights, sound recording rights and translation rights).

5 - Future Royalty Agreement

1. Subject to a legally binding royalty agreement being signed by the parties ("**Royalty Agreement**"), to protect both your and our interests, the book will be published by Lavender Hill Publishing on a 'flipbook' platform as chosen by Lavender Hill Publishing.
2. Once both parties have a clear view of the sales figures, the publisher will set up a Royalty account enabling payments to be made without further interruption. Following this, the Client can negotiate future royalty payment schemes and include the relevant figures in the Royalty Agreement. The royalty figures should be fair and reasonable and reflect Lavender Hill Publishing's obligations in publishing the initial work.
3. The customer/client may, as desired, terminate the contract, having first settled any outstanding invoices for work (Editing, screen setting, or specific regional adjustment) undertaken in advance. Similarly, any unpaid royalties will be issued promptly, provided there are no recorded arrears. If these invoices remain unresolved, they may be pursued in accordance with the laws of England and Wales.
4. The Client is responsible for paying transfer fees and receiving payment. If any adjustments are necessary within three days prior to the final period calculation, they will be reflected in the next payment cycle. Accounts will be held over or suspended after 30 days if the annual administration fee remains unpaid, the balance is negative, or the payment methods are invalid, and will remain on hold until these issues are resolved.

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5. The aim of this document is to confirm that the publisher will not physically remunerate the Client for the ‘initial work’ submitted, but the calculated sales amount gained at the end of the payment cycle to which the Client has been granted exclusivity to produce any reward connected to the work presented and agreed.
6. As the editor and publisher of the book or book series, the Producer will have overall creative and editorial sign-off on the Client’s content (including illustrations), tone, and style as it develops. Updates to the initial work may be made using the applied portal at <https://www.lavender-hill-publishing.com/go-live/book-upload> using the objectives button to select the required action.
7. It is Lavender Hill Publishing’s intention to publish and present the book in a ‘flipbook presentation’, but the eventual publication is at Lavender Hill Publishing’s discretion and subject to finances, the production of a viable marketing plan, Lavender Hill Publishing’s approval of the pre-publication material, and successful marketplace testing.

6 - Warranties, Covenants and Indemnities

1. The Client represents, warrants, undertakes and agrees with the publisher as follows:
 - a) The Client is the sole Client of the initial work and the sole unencumbered, absolute legal and beneficial owner of all rights of the work

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and all other rights whatever in the initial work;

- b) The Client has not assigned or encumbered or licensed or transferred or otherwise disposed of any rights of copyright or any other rights in or to the Initial work except pursuant to this agreement and has not entered into any agreement or arrangement which might conflict with the publisher's rights under this agreement to publish in the format offered, or might interfere with the performance by the Client of the Client's obligations under this agreement;
 - c) The initial work is original to the Client and does not and shall not infringe any right of copyright, moral right, or right of privacy or right of publicity or personality or any other right whatever of any person; and
 - d) All statements purporting to be facts in the Initial work are true and correct.
2. The client covenants not to disclose, reveal or make public, except to the professional advisers of the Client, any information whatever concerning the initial work or the business of the publisher or this agreement, all of which shall be strictly confidential, nor shall the Client make any public statement or press statement in connection with the foregoing or commit any act which might prejudice or damage the reputation of the publisher or the successful exploitation of the initial

work; and, the Client undertakes to indemnify the publisher and keep the publisher at all times fully indemnified from and against all actions, proceedings, claims, demands, costs (including without prejudice to the generality of this provision the legal costs of the publisher), awards, damages, however arising, directly or indirectly, as a result of any breach or non-performance by the Client of any of the Client's undertakings warranties or obligations under this agreement.

7 - Confidentiality

1. The terms and existence of this agreement are confidential to the parties.
2. Each party agrees to maintain secret and confidential all confidential information obtained by the other both pursuant to this agreement and prior to and in contemplation of it and all other information that it may acquire from the other in the course of this agreement and to disclose the same only to its professional advisers and those of its employees, officers, agents and representatives pursuant to this agreement (if any) to whom and to the extent that such disclosure is reasonable necessary for the purposes of this agreement (and which employees, officers, agents and representatives shall be made aware of and required to acknowledge these confidentiality arrangements in writing).

8 - Payments & Collections

1. All sums, revenues, royalties, or other amounts accruing or earned pursuant to this agreement through the Lavender Hill Publishing platform shall be due and payable to the Client on a quarterly basis, with payment being made on the final day of March, June, September, and December in each calendar year, and shall be remitted directly to the Client in accordance with the payment details notified by the Client in writing.
2. In the event that the Client incurs any outstanding indebtedness or liabilities in connection with the agreed account, Lanvender Hill Publishing shall be entitled, at its sole discretion, to withhold all or such part of any earnings, royalties, distributions, or sums otherwise payable to the Client, up to the full amount of such outstanding debt or liability, until such time as all such amounts due have been discharged in full. Where formal debt management procedures are implemented, the status and amount of the outstanding indebtedness shall be reviewed and assessed at each payment date agreed upon between the parties.
3. Repeat administration fees will be collected at twelve monthly intervals, provided the agreement endorses collection.
4. Zero-rated or gifted administration fees are valid for a period of twelve months.
5. Annual fees will be collected on the agreement's anniversary.

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6. The Client shall be entitled to avail themselves of the statutory or contractual fourteen-day cooling-off period. During this period, the Client may give notice to cancel the agreed registration in its entirety, and such cancellation shall take full effect. This right of cancellation applies exclusively to the agreed registration services. Any additional services purchased separately, including, without limitation, editing, cover design, typesetting, formatting, and artwork creation, are expressly excluded from this cooling-off right and shall remain binding and enforceable in accordance with the terms of service.

9 - Assignment

1. Neither party may assign the benefit of, nor its obligations, under this agreement without the prior written consent of the other party.

10 - Miscellaneous

1. Nothing contained in this agreement shall constitute or shall be construed as constituting a partnership or contract of employment between the parties.
2. Nothing contained in this agreement shall constitute an undertaking on the part of the publisher to publish the Initial work in the format agreed. If the publisher elects not to publish the Initial work, in no event shall the Client be entitled to any compensation, payment or

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refund or remedy in respect of loss of opportunity to enhance the Client's reputation or loss of publicity or for any other reason whatever.

11 - Jurisdiction

1. This agreement is governed by the law of England and Wales.

12 - Self Determination

1. The Client may, at their own expense, extend the marketing and advertising of their own work, at their own expense, (service pricing listed at <https://www.lavender-hill-publishing.com/pricing>) or spread information regarding the Lavender Hill Publishing service in any legitimate manner they wish, providing the online or offline arrangement applicable to this agreement is not altered, arrangement is not changed.
2. "By clicking 'Submit Form Button at the point of submission', you are hereby accepting the terms and conditions stipulated within this agreement.
3. If you are not in agreement with our terms and conditions, then you should refrain from further use of our sites".

Submission Guide

Document Preparation Requirements Submission Guide

Applied To

Lavender Hill Publishing

Lavender Hill Publishing has established specific requirements for document submission. The following section provides a clear and accessible approach to preparing your work for any eventuality. These guidelines include details on margins, paper sizes, and layout, and have been extracted directly from our own Microsoft Word pages. Nevertheless, regardless of their source, the measurements shown are relevant and compatible with a variety of word processing programmes.

Upload-Friendly Formatting

It's also important to note that the data and recommendations set out below have been thoroughly tested to ensure a smooth upload process. However, they are not set in stone, so you can retain the flexibility to adapt your work as you see fit. Nevertheless, should you stumble along the way, there's an opportunity here for you to refer back to our original reference pages and reinstall them. They also work seamlessly with most major online publishers, helping avoid common formatting issues and delays.

This information will also appear on our website at <https://www.lavender-hill-publishing.com> and our freestanding brochure.

Please understand that these measurements are considered ideals, not absolutes. However, it remains less labour-intensive to edit. It speeds up the loading

Submission Guide

of your manuscripts when your initial submission uses these parameters.

Submission Guide

Page Setup

Margins Paper Layout

Margins

Top: 1.13" Bottom: 0.75"

Left: 0.63" Right: 0.95"

Gutter: 0.5" Gutter position: Left

Orientation

Portrait Landscape

Pages

Multiple pages: Normal

Preview

Apply to: This section

Set As Default OK Cancel

Submission Guide

Page Setup ? X

Margins Paper **Layout**

Section

Section start: New page ▼

☐ Suppress endnotes

Headers and footers

☐ Different odd and even

☐ Different first page

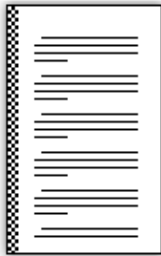
From edge: Header: 0.49" ▲ ▼

Footer: 0.34" ▲ ▼

Page

Vertical alignment: Top ▼

Preview



Apply to: This section ▼

Line Numbers... Borders...

Set As Default OK Cancel

Submission Guide

Page Setup ? X

Margins Paper Layout

Paper size:

Custom size

Width: 6"

Height: 9"

Paper source

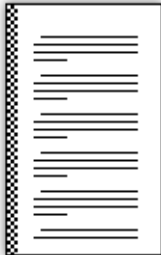
First page:

- Default tray (Tray 3)
- Automatically Select
- Printer auto select
- Manual Feed
- Tray 1
- Tray 2
- Tray 3
- Unspecified
- Plain

Other pages:

- Default tray (Tray 3)
- Automatically Select
- Printer auto select
- Manual Feed
- Tray 1
- Tray 2
- Tray 3
- Unspecified
- Plain

Preview



Apply to: This section

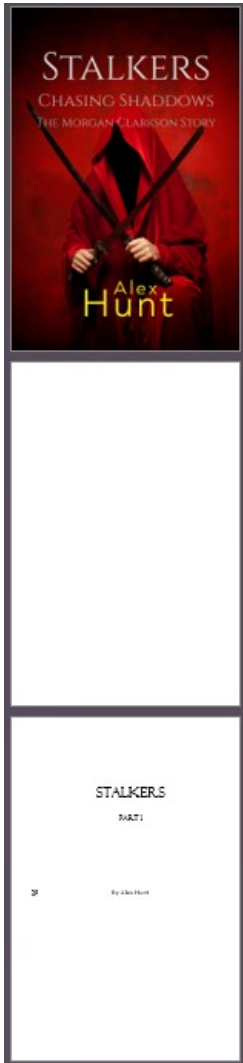
Print Options...

Set As Default OK Cancel

Submission Guide

Preparation

The first and last three pages of your manuscript must contain both the front and back cover as graphically defined. Then, following your upload checks, choose the files according to the illustrated guides.



Final Upload Checks

Note the maximum file size for uploading and what to do if your file exceeds it.

Please note: The maximum file size for uploads is **40 MB**. If your file is larger, you can upload a **compressed .zip file**.

Preferred formats:

- Text (PDF)
- Images (.png, .jpeg, .jpg, .gif, .bmp)

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