

# Terms and conditions

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All references in these terms and on our website, whose URL is [www.heritagefund.org.uk](http://www.heritagefund.org.uk) ('Site') to the National Lottery Heritage Fund are deemed to be references to the trustees of the National Heritage Memorial Fund. Our address is International House, 1 St Katharine's Way, London, E1W 1UN and we can be contacted via email at [enquire@heritagefund.org.uk](mailto:enquire@heritagefund.org.uk).

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We shall not under any circumstances be liable for any special or consequential damages that result from the use of, or the inability to use, the materials on this Site, even if we or a representative of ours has been advised of the possibility of such damages.

## **Registration for grant application system and online community**

You must register as a user to contribute to the grant application system. We have absolute discretion as to whether to accept or reject your application to register as a user.

The information that you provide when you set up your account must be true and accurate. Please do not register multiple user profiles, transfer your account to anyone else, or allow others to access the Site using your login details, as this can cause confusion – please [contact us](#) if adjustments to your account are necessary. If we suspect that the information provided is incorrect, misleading, or not true, we may suspend or terminate your account.

You are responsible for maintaining the confidentiality of your password. You are responsible at all times for your user account and for any actions that take place using your account. You must immediately inform us of any unauthorised use of your password, your user account or any other breach of security in connection with the Site. You should ensure that you log-out of your account each time you finish using the Site.

## **Reporting issues or making complaints**

If you experience any difficulties with the website, or would like to offer any feedback or suggestions, please email [digital@heritagefund.org.uk](mailto:digital@heritagefund.org.uk).

If you would like to make a complaint about any content that you find inappropriate or believe is incorrect, or about any material which you believe infringes your intellectual property rights or the intellectual property rights of another party, you may contact the [digital team](#) or visit our [customer service page](#).

## **Variations**

These terms may be varied from time to time. Please ensure that you review these terms and conditions regularly as you will be deemed to have accepted a variation if you continue to use this Site after any variation has been posted.

We reserve the right to suspend the Site at any time for operational, regulatory, legal or other reasons. We may terminate your use of the Site with immediate effect if you breach any of these terms.

These terms constitute the entire agreement between you and us. If any of them are held by a court of law to be illegal or otherwise unenforceable by the laws of any state or country, then to the extent that such term(s) is (are) illegal or unenforceable, they shall be deleted from these terms and the remaining terms shall survive and remain in full force and effect.

Any failure by us to exercise or enforce any right or provision of these terms shall not constitute a waiver of such right or provision.

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