

Terms of Service

Last updated: 7 July 2026

These Terms of Service ("Terms") govern your access to and use of the web hosting, domain registration, email, and IT support services (the "Services") provided by getonline.ie ("we", "us", "our"). By ordering, accessing, or using any Service, you ("Client", "you") agree to be bound by these Terms. If you do not agree, you must not use the Services.

1. Definitions

"Agreement": these Terms, together with any order confirmation, our Acceptable Use Policy, our Privacy Policy, and any applicable service-specific terms, which together form the entire agreement between you and us.

"Services": any product or service offered by getonline.ie, including but not limited to shared/VPS/dedicated hosting, domain registration and management, email hosting, SSL certificates, backups, and ad hoc IT support.

"Content": any data, files, code, websites, emails, or other material stored, transmitted, or hosted by you through the Services.

2. The Services

We provide web hosting, server administration, domain registration and management, email infrastructure, and related IT support services as described on our website or in your order confirmation. We may add, modify, or discontinue features of the Services from time to time, and we will make reasonable efforts to notify clients of material changes.

3. Account Registration

You must provide accurate, current, and complete information when registering for an account or ordering Services, and keep this information up to date. You are responsible for maintaining the confidentiality of your account credentials and for all activity that occurs under your account. Notify us immediately if you suspect unauthorised access to your account.

4. Acceptable Use Policy

You agree not to use the Services to:

- Send unsolicited bulk email (spam) or engage in email abuse of any kind
- Distribute malware, viruses, or other malicious code
- Host illegal, defamatory, infringing, or abusive content
- Host content that incites hatred, discrimination, or violence
- Attempt to gain unauthorised access to any system, network, or account
- Engage in denial-of-service attacks, port scanning, or other activity that disrupts network or server operations
- Consume a disproportionate share of shared server resources (CPU, memory, bandwidth) to the detriment of other clients
- Violate any applicable law or third-party intellectual property rights

We reserve the right to investigate suspected violations and, at our sole discretion, to suspend or terminate Services immediately and without prior notice where we reasonably believe Content or activity breaches this policy, poses a security risk, or exposes us to legal liability. Where a service is terminated on these grounds, associated data may be deleted; we are not liable for any resulting loss.

5. Payment Terms

- Fees are charged in advance on the billing cycle selected at signup (e.g. monthly, annually) unless otherwise agreed.
- Services may auto-renew unless cancelled in accordance with our cancellation procedure before the renewal date.
- Late or failed payments may result in service suspension; continued non-payment may result in termination and deletion of associated data.
- All fees are exclusive of VAT unless stated otherwise.
- Refunds, where offered, are governed by the specific terms of the plan purchased and any statutory cooling-off rights that apply.

6. Service Availability and Support Level

We target a monthly uptime of 98% for hosting services, measured across core infrastructure, excluding scheduled maintenance windows (which we will endeavour to notify in advance) and events outside our reasonable control (see Section 12, Force Majeure). This is a service target and not a guaranteed Service Level Agreement (SLA) unless a specific SLA has been separately agreed in writing. We do not offer service credits for downtime unless expressly stated in a signed agreement.

7. Backups and Data Responsibility

We perform regular backups of hosted data as part of our standard service, on a best-effort basis and subject to our backup retention schedule. However, backups are provided as a convenience and are not a guarantee against data loss.

You remain responsible for maintaining your own independent backups of any Content that is critical to your business. We strongly recommend clients keep an up-to-date copy of their website, database, and email data outside of our infrastructure. We are not liable for any loss of Content, however caused, to the extent you have failed to maintain your own backup.

8. Domain Name Registration Terms

Where we provide domain registration or management services (via our registrar partners), the following additional terms apply:

- All domain registrations are subject to the rules, eligibility criteria, and policies of the relevant domain registry (e.g. IEDR for .ie, EURid for .eu, ICANN-accredited registries for gTLDs, and the applicable registry for other ccTLDs), in addition to these Terms.
- Certain domains — notably .ie — require proof of a genuine connection to Ireland (e.g. an Irish address, company registration, trademark, or evidence of trading with Irish clients). You are responsible for providing accurate supporting documentation on request.
- You must keep WHOIS/registrar contact details accurate and up to date at all times; registries may suspend or cancel a domain for inaccurate registrant information.
- Domain name disputes are handled under the applicable dispute resolution policy for that registry (for example, the UDRP for generic top-level domains, or the equivalent domestic dispute resolution policy for country-code domains such as the .ie Dispute Resolution Policy).
- You are responsible for renewing your domain before expiry. We may attempt to send renewal reminders as a courtesy, but late renewal or non-renewal may result in the domain lapsing, entering a redemption period with additional fees, or becoming available for registration by third parties.
- The registrant remains the legal owner of the domain at all times; where we act as registrar of record or reseller, we do so on the registrant's behalf and domains can be transferred away subject to standard registry transfer procedures and any outstanding fees.
- As we support several hundred domain extensions, it is not practical to list the specific rules of every registry here; where a particular extension has unusual requirements, we will advise you at the point of registration or on request.

9. Intellectual Property

You retain all rights to Content you upload, host, or transmit through the Services. We retain all rights to our own software, tools, documentation, and branding. Nothing in these Terms transfers ownership of either party's intellectual property to the other.

10. Third-Party Services

Certain features of our Services rely on third-party providers (for example, content delivery/security services, payment processors, and domain registries). We are not responsible for outages, errors, or policy changes originating from these third parties, though we will make reasonable efforts to assist clients affected by such issues.

11. Suspension and Termination

We may suspend or terminate Services, with or without notice depending on severity, where:

- Payment is overdue
- You breach this Agreement or our Acceptable Use Policy
- Continued provision of the Service may expose us to legal or regulatory risk
- You request cancellation, subject to any minimum term or cancellation fee specified at signup

Upon termination, we will retain hosted data for a limited grace period (as communicated at the time, where practicable) to allow you to retrieve your Content, after which it may be permanently deleted. Domains remain your property and can be transferred subject to standard registry procedures and settlement of any outstanding fees.

12. Limitation of Liability

To the maximum extent permitted by law, our total liability arising out of or in connection with the Services is limited to the fees paid by you for the relevant Service in the three (3) months preceding the event giving rise to the claim. We are not liable for indirect, incidental, or consequential losses, including loss of profits, data, or business opportunity, except where such exclusion is not permitted by law.

Force Majeure

We are not liable for any failure or delay in performance caused by circumstances beyond our reasonable control, including but not limited to internet or power outages, third-party provider failures, natural disasters, or acts of government.

13. Indemnification

You agree to indemnify and hold us harmless against any claims, damages, losses, or expenses (including reasonable legal fees) arising from your Content, your use of the Services, or your breach of this Agreement.

14. Governing Law and Jurisdiction

This Agreement is governed by the laws of Ireland, and the parties submit to the exclusive jurisdiction of the Irish courts, without prejudice to our right to seek interim or injunctive relief in any other jurisdiction where necessary.

15. Changes to These Terms

We may update these Terms from time to time to reflect changes in our Services, legal requirements, or business practices. Material changes will be notified via email or a notice on our website where practicable. Continued use of the Services after changes take effect constitutes acceptance of the revised Terms.

16. Contact Us

If you have questions about these Terms, please contact us at:

Contact details: GetOnline Pro LTD — Email: info@getonline.ie

Address: No 17 Nutgrove Enterprise Centre, Nutgrove Way, Dublin, D14 Y727