

Terms of Service

Common Good Digital | Last updated 19 September 2026

1. About these terms

The service agreement signed online is the contract. If this page conflicts with the signed version, the signed version wins.

2. What is included

The free build covers the public-facing website a reasonable charity normally needs: bespoke mobile-friendly design, core pages, news or blog, events listings, forms, downloads, donation links and Gift Aid setup, legal and trust information, initial accessibility audit and fixes, GDPR review and necessary setup, AI-readiness audit, hosting, security, backups, normal unlimited updates and quarterly review. Specialist systems and substantial work beyond this standard website are optional.

3. Optional additions

Optional work can be chosen at signup or later. It is never required to receive the complete standard website. We confirm scope and price and wait for written approval. Listed prices stay available for the subscription.

One-off additions

Optional addition	Price	What it covers
Gated members or volunteer area	£195	Password-protected access, login, password reset, one dashboard and up to 100 documents.
Donation campaign microsite	£295	A separate single-page appeal site with target tracker, donation flow and campaign story.
Events calendar with booking	£165	Calendar and booking forms. Paid bookings can be added for £95.
Paid bookings via Stripe	£95	Ticket and event payments added to the events calendar.
Resource library	£125	Categorised, searchable downloads, reports and guides.
Jobs board	£145	Vacancy listings with simple publishing and expiry controls.
Site search	£95	Search across the website.

One-off additions, continued

Optional addition	Price	What it covers
Donor wall	£85	Public or members-only recognition page.
Impact dashboard	£165	Live agreed impact measures from charity-maintained data.
Additional page content writing	£45/page	Writing beyond the five included core pages.
Newsletter signup setup	£75	Consent-led signup connected to Mailchimp, Klaviyo or Beehiiv.
Logo refresh	£300	Modernisation of an existing logo. Not a full rebrand.
Additional accessibility audit and fixes	£145	Extra review for another site or substantial third-party changes. The new site audit is included.
Additional cookie consent and privacy review	£95	Extra review for another site or changed data flows. Initial setup is included.

Monthly additions

Optional addition	Price	What it covers
Blog and newsletter bundle	£275/month	Three articles and one repurposed newsletter each month.
Blog content only	£175/month	Three researched, edited and scheduled articles each month.
Newsletter only	£125/month	One newsletter each month using your email platform.
Quarterly impact report	£35/month	A PDF impact report each quarter for trustees.
Quarterly accessibility audit	£25/month	A documented accessibility review every quarter.
SEO quarterly improvements	£55/month	Quarterly visibility review with agreed improvements applied.

Bespoke work

- Brand identity, including a new logo and full guidelines
- Full digital strategy or discovery audit
- CRM integrations such as Donorfy, Beacon, Salesforce or Civi
- Donation platform migration
- Migration of more than 50 existing pages
- Case management, beneficiary portals and other bespoke systems

4. Fees and payment

The Pioneer rate is £79 monthly for the first twenty charities and stays fixed while they remain. The later standard rate is £99. There is no build or setup fee for the standard website. VAT and approved third-party costs are shown separately.

5. Guarantee

The first 90 days are covered by a full money-back guarantee with no build clawback. There are unlimited pre-launch revisions, the charity owns the site and the fixed monthly price does not rise.

6. Cancellation and exit

Cancel with 30 days written notice, with no minimum term or exit fee. We transfer the domain, site files and content at no charge.

7. Ownership

The charity owns its domain, content, brand and finished design. Common Good Digital retains reusable tools and grants a permanent, fee-free licence for their use in the site.

8. Responsibilities

The charity supplies lawful content, approvals and access. Published timescales depend on timely information and feedback.

9. Data protection

We act as processor for charity website data and comply with UK GDPR and the Data Protection Act 2018. We do not sell supporter data.

10. Service levels

We aim for 99.9% uptime, respond within one working day and make normal changes within 24 to 48 hours. Changes are checked and logged.

11. Liability

Liability is not limited where unlawful. Otherwise, total liability in a 12-month period is limited to fees paid in that period. Neither party is liable for indirect losses.

12. Complaints

Email hello@commongooddigital.co.uk. We acknowledge complaints within one working day and aim to resolve them within ten.

13. Changes

Material changes receive at least 30 days notice. A charity may cancel before they take effect. The signed version remains saved.

14. Website use

Website content and comparative figures are general information, not legal, financial or governance advice.

15. Governing law

The laws and courts of England and Wales apply.

16. Contact

Questions can be sent to hello@commongooddigital.co.uk.