

TERMS AND CONDITIONS

Growth Fork Ltd

Last updated: 19 March 2026

Introduction

These Terms and Conditions ("Terms") govern your use of the Growth Fork Ltd website (www.growthfork.co.uk) and the purchase of any services or programmes offered by Growth Fork Ltd.

By accessing our website, completing any form, booking a call or purchasing any programme, you agree to be bound by these Terms. Please read them carefully before proceeding.

Company name: Growth Fork Ltd

Company number: 16359575, registered in England and Wales

Registered office: 19 Colleton Drive, Reading, RG10 0AU, United Kingdom

Location: Reading, United Kingdom

Email: info@growthfork.co.uk

Phone: 07399 339449

Website: www.growthfork.co.uk

1. Our Services

Growth Fork Ltd provides restaurant operator development programmes, business consulting and coaching services for restaurant owners and their management teams. Our programmes include:

- Bronze — Operator Foundations (2-week programme)
- Silver — Alignment Program (12-week programme)
- Gold — Operator to Partner (6-month programme)
- Free Reality Gap Scorecard and Alignment Report
- Additional consulting and advisory services as agreed
- BrossOS — the C.O.R.E., R.O.S.T.E.R. and N.E.S.T. software platform, available separately at brossos.com (see Section 14)
- RestaurantBuildLab — our 4-week industry course, available separately at restaurantbuildlab.com (see Section 13)

The specific deliverables, timelines and inclusions for each programme are set out on our website and confirmed in your individual Service Agreement at the point of purchase.

2. Payments and Pricing

2.1 Pricing

All prices are displayed on our website and landing pages. Prices are in GBP (£) and are exclusive of VAT unless otherwise stated. Growth Fork Ltd reserves the right to change pricing at any time. The price you pay is the price confirmed at the time of your purchase.

2.2 Payment Processing

All payments are processed securely through Stripe. By making a payment you agree to Stripe's Terms of Service. Growth Fork Ltd does not store your card or payment details.

2.3 Payment Plans

Where a payment plan is offered, you agree to make all scheduled payments on the agreed dates. Failure to make a scheduled payment may result in suspension of your programme access until payment is received.

2.4 Invoices

An invoice or receipt will be issued for every payment made. Please contact us at info@growthfork.co.uk if you require a specific invoice format for your business records.

3. Cancellations and Refunds

3.1 Cancellation by You

We understand that circumstances change. Our cancellation policy is as follows:

- Cancellation more than 14 days before programme start date — full refund minus any administration fees
- Cancellation within 14 days of programme start date — 50% refund
- Cancellation after programme has started — no refund, however we will do our best to accommodate a pause or rescheduling where possible
- Free services (Reality Gap Scorecard, Alignment Report, strategy calls) — no charge, no refund required

3.2 Cancellation by Growth Fork Ltd

In the unlikely event that Growth Fork Ltd needs to cancel or significantly change your programme, we will notify you as soon as possible and offer either a full refund or an alternative arrangement of equal value.

3.3 Rescheduling Sessions

Individual sessions can be rescheduled with a minimum of 24 hours notice. Sessions cancelled with less than 24 hours notice may be forfeited unless exceptional circumstances apply.

4. Programme Participation and Your Responsibilities

The success of your Growth Fork programme depends significantly on your commitment and active participation. By purchasing a programme you agree to:

- Attend all scheduled sessions or give at least 24 hours notice if you need to reschedule
- Complete agreed worksheets, tasks and accountability check-ins between sessions
- Ensure your manager or operator participates as agreed
- Provide honest and accurate information about your business
- Engage with the process in good faith and with commitment to change

Growth Fork Ltd cannot guarantee specific business results. Results depend on many factors including the commitment of the owner, the capability of the manager and the specific circumstances of each business. What we guarantee is our full effort, expertise and accountability throughout the programme.

5. Intellectual Property

All materials provided as part of your Growth Fork programme — including worksheets, frameworks, templates, session notes, scorecards and any other documents — are the intellectual property of Growth Fork Ltd.

You are licensed to use these materials for the purpose of developing your own business. You may not:

- Share, sell or distribute Growth Fork materials to third parties
 - Use Growth Fork materials to deliver services to others without written permission
 - Reproduce or adapt Growth Fork materials for commercial use outside your own business
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6. Confidentiality

Growth Fork Ltd treats all information shared by clients as strictly confidential. We will not share your business information, financial data, personal details or programme content with any third party without your written consent, except where required by law.

We ask that clients also treat any proprietary Growth Fork methodologies, frameworks and materials as confidential and do not share them outside their own business.

7. Testimonials and Case Studies

We may ask for your feedback, testimonial or permission to use your results as a case study after completing a programme. This is always optional and we will never use your name, business name or results in our marketing without your explicit written permission.

A separate Testimonial and Case Study Permission Form will be provided if relevant.

8. Limitation of Liability

Growth Fork Ltd provides consulting, coaching and operator development services. While we bring 35 years of real hospitality experience and our full commitment to every client, we cannot guarantee specific business outcomes, revenue increases or staff retention results.

To the maximum extent permitted by UK law, Growth Fork Ltd shall not be liable for:

- Any indirect, consequential or special loss arising from use of our services
- Loss of profit, revenue or business opportunity
- Decisions made by you or your staff based on programme content or advice

Our total liability to you shall not exceed the total amount you have paid to Growth Fork Ltd for the programme in question.

9. Website Use

By using www.growthfork.co.uk you agree to use the website lawfully and not to:

- Attempt to gain unauthorised access to any part of the website or its systems
- Use the website to transmit any harmful, offensive or illegal content
- Copy, reproduce or distribute website content without our written permission

Growth Fork Ltd reserves the right to suspend or terminate access to the website at any time without notice.

10. Privacy and Data Protection

Your personal data is handled in accordance with our Privacy Policy, available at www.growthfork.co.uk. By using our services you agree to the collection and use of your data as described in our Privacy Policy.

We comply with UK GDPR and the Data Protection Act 2018.

11. Changes to These Terms

Growth Fork Ltd reserves the right to update these Terms and Conditions at any time. The most current version will always be published on our website. Your continued use of our services after any changes constitutes your acceptance of the updated Terms.

For existing programme clients, any significant changes to Terms will be communicated directly by email.

12. Our Brands

Growth Fork Ltd is the company that owns and operates all of the brands and websites listed below. Each brand is a trading name of Growth Fork Ltd, not a separate legal entity, and these Terms apply to all of them unless a section below says otherwise.

- Growth Fork — growthfork.co.uk — restaurant operator development, coaching and consulting programmes
- BrossOS — brossos.com — the C.O.R.E., R.O.S.T.E.R. and N.E.S.T. software platform for restaurant operations
- RestaurantBuildLab — restaurantbuildlab.com — the 4-week restaurant industry course

Contact for any brand: support@brossos.com (BrossOS), support@restaurantbuildlab.com (RestaurantBuildLab), or info@growthfork.co.uk (Growth Fork coaching and consulting).

13. RestaurantBuildLab — Course Terms

This section applies specifically to bookings on the RestaurantBuildLab 4-week course, in addition to the general Terms above.

13.1 Places and Registration

RestaurantBuildLab takes a limited number of participants per cohort. Registration closes once a cohort is full, even if the advertised registration period has not ended.

13.2 Delivery Format

The course is delivered live over 4 weeks. It is not pre-recorded and there is no on-demand replay of missed sessions unless we state otherwise for a specific cohort.

13.3 Cancellations and Refunds

- Cancellation 7 or more days before the course start date — full refund
- Cancellation less than 7 days before the course start date, or at any point after the course has started — no refund

This cancellation policy applies instead of the general cancellation policy in Section 3 for RestaurantBuildLab bookings specifically. Because places are limited and allocated on booking, we are unable to offer refunds once the 7-day window has passed.

13.4 Statutory Cancellation Rights

If you book online as a consumer, you have a statutory right to cancel within 14 days under the Consumer Contracts Regulations 2013. Because the course starts within a limited enrolment window and you will be asked to confirm you want it to begin before any 14-day period ends, this statutory right ends once the course has started, in line with those Regulations. By completing your booking you acknowledge and agree to this.

14. BrossOS — Platform Subscription Terms

This section applies specifically to subscriptions to the BrossOS platform (C.O.R.E., R.O.S.T.E.R., N.E.S.T. and any bundled products), in addition to the general Terms above.

14.1 Free Trial

New subscriptions include a 1-month free trial. You will not be charged during the trial. If you do not cancel before the trial ends, your subscription will automatically convert to a paid rolling monthly subscription and be billed at the then-current price.

14.2 Billing and Cancellation

BrossOS subscriptions are billed monthly in advance on a rolling basis. There is no minimum term. You may cancel at any time; cancellation takes effect at the end of the current billing month, and you will retain access until that date. We do not provide refunds for partial months already paid.

14.3 Client Data Processed on Your Behalf

Where you use N.E.S.T., R.O.S.T.E.R. or C.O.R.E. to hold your own staff, rota or cost data, Growth Fork Ltd acts as a data processor on your behalf as the data controller for that data. This is addressed further in our Privacy Policy and, where applicable, a separate Data Processing Agreement.

15. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes arising from these Terms or your use of Growth Fork services shall be subject to the exclusive jurisdiction of the courts of England and Wales.

16. Contact Us

If you have any questions about these Terms and Conditions please contact us:

Growth Fork Ltd:

Location: Reading, United Kingdom

Email: info@growthfork.co.uk

Phone: 07399 339449

Website: www.growthfork.co.uk