



# BURLINGTON

ESTATE AGENTS

## Website Terms and Conditions

Newkeys4me Ltd trading as Burlington Estate Agents

Terms governing use of our website, online content, property information and enquiry forms.

*Independent redress: Property Redress Scheme (PRS021997)*

|                       |  |
|-----------------------|--|
| <b>Company number</b> | 12513830                               |
| <b>Head Office</b>    | 124 City Road, London EC1V 2NX         |
| <b>Email</b>          | enquiries@burlingtonestateagents.co.uk |
| <b>Website</b>        | www.burlingtonestateagents.co.uk       |
| <b>Last updated</b>   | 5 May 2026                             |

## **BURLINGTON | Website Terms and Conditions**

These Website Terms and Conditions explain how visitors may use the Burlington Estate Agents website and the information made available through it. By using our website, you agree to use it responsibly and in line with these terms. If you do not agree with these terms, you should stop using the website.

### **1. About Burlington Estate Agents**

Burlington Estate Agents is a trading name of Newkeys4me Ltd. We provide estate agency, lettings and property management services. Our website is intended to provide general information about our business, our services, property marketing, local property matters and ways to contact us.

Nothing on the website creates a client relationship, agency instruction or binding agreement unless and until formal terms of business, instruction documents, tenancy documents or other relevant written agreements have been agreed separately.

### **2. Use of our website**

You may use our website for lawful personal or business purposes connected with property information, valuations, sales, lettings, property management enquiries or related services.

You must not misuse the website, interfere with its security, attempt unauthorised access, introduce viruses or malicious code, copy content for commercial use without permission, or use the website in a way that may damage our business, reputation, systems or other users.

### **3. Property particulars and website information**

Property details, descriptions, photographs, floor plans, measurements, availability, prices, rents, service charges and other information shown on our website are provided in good faith for general marketing and information purposes only.

We aim to keep information accurate and up to date, but details may change without notice and may be subject to confirmation, verification, contract, references, landlord approval, seller approval, lender requirements and other conditions.

Website information should not be treated as a formal survey, valuation, legal advice, financial advice, tax advice, planning advice or confirmation of suitability. Interested parties should carry out their own checks and obtain professional advice where needed.

### **4. Valuations, market appraisals and advice**

Any valuation, market appraisal or pricing guidance requested through the website is provided as an opinion based on information available at the time and market conditions at that time. It is not a formal valuation for lending, taxation, insurance, matrimonial, probate or legal purposes unless expressly agreed in writing.

Online or initial guidance may need to be revised after inspection, further evidence, market changes or additional information about the property becomes available.

### **5. Fees, offers and service information**

Any fees, offers, packages or service descriptions shown on the website are for general guidance and may be subject to VAT, eligibility, property type, location, service level and separate written agreement.

Formal fees and service obligations will be set out in the relevant terms of business, management agreement, tenancy documentation or other written agreement provided to the customer.

## 6. Enquiries, contact forms and user information

When you contact us through the website, by email, telephone or enquiry form, you agree to provide information that is accurate and not misleading. We may use the information you provide to respond to your enquiry, arrange appointments, provide property services, carry out checks and manage our business relationship with you.

Submitting an enquiry does not guarantee acceptance of instructions, tenancy approval, viewing availability, a valuation appointment or any particular outcome.

## 7. Third-party websites and portals

Our website may refer or link to third-party websites, portals, suppliers, professional advisers, regulators or other external resources. These links are provided for convenience only.

We are not responsible for the content, availability, security, policies or accuracy of third-party websites. You should review their own terms and privacy notices before using them.

## 8. Intellectual property

The website design, branding, logos, text, photographs, property descriptions, graphics, documents and other content are owned by or licensed to Burlington Estate Agents unless otherwise stated.

You may view, download or print content for your own personal reference, but you must not copy, reproduce, adapt, distribute, scrape, publish or commercially exploit website content without our prior written consent.

## 9. Privacy, cookies and personal data

Personal data provided through the website will be handled in accordance with our Privacy Policy and applicable data protection requirements. We may also use cookies and similar technologies as described in our Cookie Policy or website notices.

If you have questions about how your information is handled, please contact us using the details in this document.

## 10. Compliance, identity checks and anti-money laundering

As an estate agency and letting/property management business, we may be required to carry out identity, ownership, source of funds, right to rent, sanctions, anti-money laundering, referencing, affordability and other checks where applicable.

We may be unable to proceed with certain services if required information, verification or documentation is not provided.

## 11. Website availability and security

We aim to keep the website available and secure, but we do not guarantee that it will always be uninterrupted, error-free, fully compatible with every device or free from technical issues.

We may suspend, update, restrict or withdraw parts of the website at any time for maintenance, security, operational or business reasons.

## 12. Liability

Nothing in these terms limits or excludes liability where it would be unlawful to do so. Subject to that, we are not responsible for losses arising from reliance on general website information without independent checks, temporary website unavailability, third-party content, technical issues, or unauthorised use of the website.

## **BURLINGTON | Website Terms and Conditions**

Customers should refer to their signed terms of business, tenancy agreement, management agreement or other written contract for the specific rights, obligations and limits applying to their service.

### **13. Complaints and redress**

If you are unhappy with our service, please contact us so that we can review the matter. We have a separate Complaints Procedure explaining our process for handling complaints.

Burlington Estate Agents is a member of the Property Redress Scheme under membership number PRS021997.

### **14. Changes to these terms**

We may update these Website Terms and Conditions from time to time. The latest version will apply from the date it is published on our website or otherwise made available.

### **15. Governing law and contact details**

These terms are governed by the laws of England and Wales. If you have any questions about these terms, please contact Burlington Estate Agents by email at [enquiries@burlingtonestateagents.co.uk](mailto:enquiries@burlingtonestateagents.co.uk) or by post at 124 City Road, London EC1V 2NX.

*This document is intended for website publication and should be reviewed periodically to ensure it remains current and aligned with the business's live services and policies.*