

Optional Annual Software Support Service

AVALON Software (UK) Ltd offers a Software Support Service This provides the customer with the following services in relation to the Avalon Bookings Manager Software Programme supplied:-

1. Email support to answer questions with regard to the use of the Avalon Bookings Manager software - Questions may be submitted by e-mail to info@avalonsoftware.co.uk
2. Provision of any new software upgrades relating to Avalon Bookings Manager that AVALON Software (UK) Ltd shall issue periodically. These will normally be provided via the "Users" page on the Avalon Software web-site.
3. For those users who do not have broadband access, major software releases can be made available via CD for which there is a service charge of £10.00 per annum.
4. Software support agreements will be renewable on 1st January each year. (Renewal of support agreements is not mandatory)
5. 30 days free software support is included in the initial purchase price. Where extended software support is purchased, this will be charged during the first year pro-rata, depending when the service is purchased. See our Services Price List

Note: - Avalon Software (UK) Ltd does not provide technical software support services on computer operating systems such as Windows™