# Terms and Conditions

Hydra-Hosting (https://Hydra-Hosting.eu) is owned by Hydra-Hosting of Nicola B.

1 - Object and conditions of sale

All customers (companies or individuals) must comply with the terms and

conditions of use, it is the customer's responsibility to keep themselves informed

about further changes to the terms. Hydra-Hosting may change the terms and

conditions at any time without notice.

2 - Duration of the contract

The duration of the contract is specified by the client at the time of ordering: monthly,

quarterly, half-yearly and yearly. Through tickets or email (info@hydra-hosting.eu) the

customer can request a change in the

duration of the contract

(renewals). Dedicated Server Hosting/VPS Windows/VPS Linux/VPS Gaming/VPS

KVM/GameServer Hosting: you can unsubscribe at any time (without obligation).

3 - Confidentiality

It is not permitted to publish information from emails, tickets or other

corporate communications systems online or offline. Hydra-Hosting will not

publish any information about its customers online or offline.

4 - Activation

All activation takes place in a few hours if the service is available, for services

that are temporarily unavailable (e.g. when the VPS space has been used up) it

may take a few days (the customer will be notified within 2/4 hours of the order).

All customer data will be verified. Hydra-Hosting to the right to

refuse activation of orders (obviously issuing a refund of it).

5 - VPS Band

Hydra-Hosting reserves the right to suspend the VPS if the VPS is exceeded.

traffic of 1TB per Day (limit can be increased upon explicit request). The

VPS is at 1Gbps

6 - Windows VPS License

Windows Server 2016/2008/2012 Trial comes with a 180-day trial license. It will be

the customer who will have to activate the license at the end of the 180 days (or

can reset the 180 days by typing the command: slmgr -rearm in the CMD with

administrative permissions), Hydra-Hosting does not provide Windows licenses.

7 - Responsibility

Hydra-Hosting is not liable for any damage caused by: loss of data,

ddos, computer attacks, server damage, errors. The customer must always get a

backup your data to keep in a safe place. Hydra-Hosting does not provide

backup to customers.

8 - Payments, Renewals and Activations Hydra-Hosting accepts payments

through: Credit/Debit Card, PaySafeCard,

Bitcoin, Bonifico and PayPal. In case the customer's data are not verifiable (data

of the

customer invented) Hydra-Hosting has the right to refuse activation by

issuing the

refund of payment. The renewal must be made at the latest on the date of

deadline. No extra days of service will be allowed. Hydra-Hosting reserves the right

the right to cancel VPS or services also on the day after the expiry date.

9 - Compensation policy

The customer agrees to use all the services offered by Hydra-Hosting to their

own risk. Under no circumstances will Hydra-Hosting be liable for any loss of

data or damage caused to the service offered.

10 - Support

Hydra-Hosting is committed to offering all necessary support for

administration of the service provided. We remind you that Hydra-Hosting

does not deal with

the support of scripts or software installed by the customer on our platforms.

11 - Rights

Hydra-Hosting reserves the right to suspend the service at any time

offered. Any material that is illegal or violates the rights of third parties hosted

on our

server is not allowed.

12 - Disputes

In the event of a dispute regarding a payment (Credit/Debit Card) HydraHosting shall have the right

to suspend the service at any time and claim

damages.

13 - Prohibited Scripts or Software

The following software are prohibited: IRC scripts, Proxy Server, Mail bomber, IP

spoofing, Port scanner, Botnet ssh/telnet access script, Hivemail, Botnet or DDoS

scripts, CPU Mining, CPU/RAM/SSD Stresser and other scripts that are illegal or

violate third party rights.

14 - Refunds for services delivered

Hydra-Hosting does not issue refunds for services that have already

been activated, as each one of our

service from delivery to the customer begins to consume non-refundable goods

to us. Example: Current, Internet connection, Licenses (Example for VPS or

Dedicated Servers).

14.1 - Refunds for paypal subscriptions

In case the clients has an active automatic payment (paypal subscription) even with

a cancelled service, the user has two days to reclaim and request a refound.

If in contrary Hydra-Hosting will not give a refound

15 - Reports of terms or copyright infringement

In case a customer violates any term or the copyright of a third party, we ask for

be contacted immediately on the email: support@Hydra-Hosting.eu Our Abuse

Staff will proceed with the analysis of the report.

16 - DDoS protection

Hydra-Hosting is not responsible for offline status caused by DDoS attacks.

Hydra-Hosting is committed to mitigate as much as possible attack through our

mitigation systems.

At the moment we may not have proprietary mitigation systems, but we do

have the best OVH.IT ddos protection.

17 - QoS (Quality of Service) Policy

Hosting:

- CPU usage limited by "child processes

- Maximum E-Mail sending: 300 mails/hour

VPS:

- VPS line is not limited, but no excessive bandwidth usage is allowed for

extended time (above 100Mbps - VPS line 1Gbps)

- Maximum traffic at VPS: Unlimited/month (can be increased on request)

- In case of continuous use for hours or days at 100% vCore the service may be

suspended.

- Reinstall VPS Linux: Unlimited reinstallations per month

- Reinstall VPS Windows: Unlimited reinstallations per month (by our

technicians or if you are competent, manually).

18 - Hardware Damage (Dedicated Servers)

In case of hardware damage due to overloads (CPU and Disks for example for BTC

Mining) or due to improper use of a dedicated server the staff of Hydra-Hosting

may claim damages.