

OPERATOR LIBRARY

PRODUCT LICENCE & ACCEPTABLE USE POLICY

The permitted use of Operator Library products, files and resources.

VERSION 1.0 | EFFECTIVE 9 SEPTEMBER 2026

1. ABOUT THIS POLICY

This Product Licence & Acceptable Use Policy explains how digital products, resources and materials supplied by Operator Library may and may not be used.

Operator Library is operated by SDM ENTERPRISES LTD, trading as Operator Library.

Company number: 16936959. Registered in England and Wales.

Business address: 124-128 City Road, London, England, EC1V 2NX

Contact email: operatorlibrary@sdmwww.com

This Policy should be read together with our Terms & Conditions and Digital Delivery & Refund Policy.

By purchasing, accessing, downloading or using Operator Library materials, you agree to comply with this Policy.

2. LICENCE GRANTED

When you purchase the Chauffeur Business Kit, Operator Library grants you a limited, non-exclusive and non-transferable licence to use the supplied materials for your own legitimate business purposes. This licence may be restricted or revoked only in accordance with this Policy and applicable law.

You are purchasing permission to use the product.

You are not purchasing ownership of Operator Library's intellectual property.

Except where expressly stated otherwise, all intellectual property rights in the original Operator Library materials remain with Operator Library and/or the relevant rights holders.

3. PRODUCTS COVERED

This Policy applies to Operator Library materials including, where applicable:

Chauffeur Business Kit;

Supplier & Vehicle Directory;

Chauffeur Booking Templates;

Vehicle Image Library;

Business Tracker, including the built-in Client Pricing Builder;

guides;

spreadsheets;

calculators;

templates;

directories;

written content;

business systems;

graphics;

digital downloads;

updates;

bonus resources;

and other materials supplied as part of an Operator Library purchase.

4. PERMITTED BUSINESS USE

You may use the purchased resources within your own business.

This may include:

- reading and applying the educational content;
- using the business guidance to develop your own processes;
- using supplier information to make legitimate business enquiries;
- customising booking templates for communications with your own clients and suppliers;
- creating your own working copies of editable spreadsheets;
- entering your own business information into supplied tools;
- using pricing tools to assist with your own quotations;
- using permitted vehicle information when responding to genuine client enquiries;
- and downloading permitted files for your own use.

Use must remain subject to this Policy and any additional restrictions stated within an individual resource.

5. BOOKING TEMPLATES

You may customise Operator Library booking templates for use within your own chauffeur business.

You may:

add your own business name;

add your branding;

change wording to reflect your own policies;

insert your own prices;

add your own booking details;

and use the customised messages when communicating with your own customers and suppliers.

You may not:

resell the underlying template collection;

publish the original template collection;

give the template collection to another business;

upload the templates as a free resource;

package the templates into another paid product;

or represent the original Operator Library templates as a product created by you.

6. BUSINESS TRACKER AND BUILT-IN CLIENT PRICING BUILDER

Where editable spreadsheets, trackers or pricing tools are supplied, you may create your own working copy for your own business use.

You may:

enter your own booking information;

enter your own costs and prices;

modify working data;

use the tools to monitor your own business performance;

and retain your own completed business records.

Your own business data remains yours.

However, the underlying Operator Library structure, formulas, layout, design, methodology and original resource remain subject to this licence.

You may not:

sell blank copies;

redistribute the original files;

sell substantially similar copies derived from the Operator Library resource;

publish the formulas or underlying system as a competing product;

or give editable copies to unrelated businesses.

7. SUPPLIER & VEHICLE DIRECTORY

The Supplier & Vehicle Directory is provided to help purchasers develop legitimate business relationships and operator access.

You may use supplier information to:

- make genuine enquiries;
- check availability;
- request quotations;
- develop your own operator network;
- and arrange legitimate chauffeur bookings.

You may not:

- publish the directory;
 - resell the directory;
 - copy the directory into your own paid or free product;
 - sell individual supplier contacts;
 - share the directory with unrelated third parties;
 - upload supplier information to public websites, groups or forums;
 - create a competing supplier database using Operator Library information;
 - or mass-contact suppliers in a way that is abusive, misleading or unreasonable.
- Supplier information must be used professionally and for legitimate business purposes.

8. SUPPLIER RELATIONSHIPS

Access to supplier information does not guarantee that a supplier will work with you.

You are responsible for establishing your own relationship with each supplier.

You must not falsely claim that:

a supplier works exclusively for you;

a supplier is part of your own fleet;

you own a supplier's vehicles;

Operator Library guarantees your relationship with a supplier;

or you have authority to act on behalf of a supplier when you do not.

You remain responsible for verifying current supplier pricing, availability, licensing, insurance, vehicle suitability and booking conditions.

9. VEHICLE IMAGE LIBRARY

Vehicle images may be supplied to assist with legitimate chauffeur enquiries and business presentation.

Access to a vehicle image does not mean that you own the vehicle.

You must not knowingly mislead customers about:

vehicle ownership;

fleet size;

vehicle availability;

your relationship with the relevant operator;

or whether a particular vehicle is guaranteed for a booking.

You may not:

sell the images as stock photography;

resell the Vehicle Image Library;

upload the complete image library publicly;

package the images into another digital product;

redistribute the images to unrelated businesses;

or claim ownership of images where you do not hold the relevant rights.

Any rights belonging to third-party photographers, operators, suppliers or other rights holders remain with those parties.

10. PRIVATE ACCESS

Operator Library may provide product access through restricted Google Drive folders or other private delivery systems.

Your access is intended for you and your own business use.

You must not:

share your private access link;

approve another person's access using your account;

give another person your login details;

forward restricted files to unrelated third parties;

publish restricted links;

upload the product to file-sharing services;

or create shared folders containing Operator Library materials for other businesses.

If another individual or business requires access, they should purchase their own licence unless Operator Library has provided written permission otherwise.

11. REDISTRIBUTION AND RESALE

You must not resell, redistribute or commercially exploit the original Operator Library product.

Prohibited activities include:

selling the Chauffeur Business Kit;

selling individual chapters or sections;

selling the Supplier & Vehicle Directory;

selling supplier contact information;

selling the Booking Templates;

selling the Vehicle Image Library;

selling the Business Tracker;

selling the Client Pricing Builder;

uploading resources to digital marketplaces;

including substantial Operator Library content in another course, ebook, membership or business package;

giving the complete product away as a free lead magnet;

or distributing copies through social media, messaging groups, online communities or file-sharing platforms.

Purchase of the product does not include resale rights, master resale rights, private label rights or redistribution rights unless expressly agreed in writing by Operator Library.

12. COPYING AND DERIVATIVE PRODUCTS

You may apply ideas, knowledge and business principles you learn through the product within your own business.

However, you may not reproduce substantial parts of the Operator Library materials in order to create a competing or substitute digital product.

You may not:

copy substantial sections of written content;

reproduce the structure of the Supplier & Vehicle Directory as your own commercial database;

copy the Booking Template collection for resale;

replicate the Business Tracker or Pricing Builder for commercial distribution;

remove Operator Library branding and resell substantially unchanged materials;

or use Operator Library resources as the foundation of another product intended to replace or compete with the original.

Nothing in this section prevents you from independently developing your own business processes, documents and systems without reproducing protected Operator Library material.

13. CLIENT-FACING USE

You may use appropriately customised material within the normal operation of your own chauffeur business.

For example, you may send a customised booking message to a customer.

However, purchasing the product does not give you permission to give customers access to the underlying Operator Library resource itself.

Where a template has been customised for a genuine individual booking or business communication, that communication may naturally be sent to the relevant customer or supplier.

This does not permit distribution of the underlying template library.

14. MISLEADING OR UNLAWFUL USE

Operator Library materials must not be used for fraudulent, deceptive or unlawful purposes.

You must not use the resources to knowingly:

- misrepresent vehicle ownership;
- misrepresent supplier relationships;
- mislead customers about availability;
- impersonate another business;
- commit payment fraud;
- circumvent licensing requirements;
- misrepresent your regulatory status;
- infringe third-party rights;
- or facilitate unlawful activity.

You remain responsible for ensuring that your own business activities comply with applicable law, licensing requirements, insurance requirements and regulations.

15. INTELLECTUAL PROPERTY

Unless expressly stated otherwise, original Operator Library content remains protected by applicable intellectual property laws.

This may include:

written content;

document structure;

templates;

spreadsheets;

formulas;

design elements;

compiled directories;

business tools;

graphics;

branding;

and other original materials.

No intellectual property ownership is transferred to you as a result of purchasing or accessing the product.

16. THIRD-PARTY MATERIALS

Certain resources may include materials, information or imagery originating from independent suppliers or other third parties.

Those materials may remain subject to the intellectual property rights of their respective owners.

Your purchase of an Operator Library product does not transfer ownership of third-party intellectual property to you.

You must respect any limitations communicated in relation to third-party materials.

17. BUSINESS TEAM USE

Unless otherwise expressly agreed, the standard licence is intended for the purchaser and their own business use.

Reasonable internal use by individuals directly working within the purchaser's own business may be permitted where necessary for normal business operations.

This does not permit:

- sharing the product with separate businesses;
- sharing access with independent operators for their own use;
- providing copies to friends;
- providing copies to unrelated companies;
- or using one purchase to supply multiple independent businesses.

If you require broader organisational or multi-business use, contact operatorlibrary@sdmwww.com

18. ACCESS MONITORING AND VERIFICATION

Operator Library may take reasonable steps to protect restricted digital products from unauthorised sharing or redistribution.

This may include:

- verifying purchase email addresses;
- reviewing access requests;
- restricting Google Drive access;
- reviewing reports of unauthorised distribution;
- and requesting reasonable information where we believe access may have been compromised.

We will not use these measures to remove legitimate consumer rights.

19. SUSPECTED MISUSE

If Operator Library reasonably believes that purchased materials have been deliberately:

resold;

shared publicly;

redistributed;

copied for commercial resale;

provided to unrelated businesses;

or otherwise used in serious breach of this Policy,

we may investigate the suspected misuse.

Where legally permitted and proportionate, we may restrict or revoke access to the affected resources.

We may also take reasonable steps to protect our intellectual property and contractual rights.

20. REVOCATION OF ACCESS

Access may be restricted or revoked where there is reasonable evidence of a serious or repeated breach of this Policy.

Examples may include:

publicly sharing restricted links;

reselling the product;

deliberately distributing complete files;

selling supplier information;

or commercially reproducing Operator Library resources without permission.

Revocation resulting from deliberate misuse does not automatically create an entitlement to a refund.

This is subject to statutory rights that cannot legally be excluded.

21. REPORTING UNAUTHORISED DISTRIBUTION

If you become aware that Operator Library materials are being sold, shared or distributed without permission, you may report this to:

operatorlibrary@sdmww.com

Please include any relevant links, screenshots or information that may help us investigate.

22. PERMISSION REQUESTS

If you want to use Operator Library content in a way that is not clearly permitted under this Policy, you should request written permission before doing so.

Requests should be sent to:

operatorlibrary@sdmww.com

Permission is not granted unless confirmed by Operator Library in writing.

Silence or failure to respond does not constitute permission.

23. CHANGES TO THIS POLICY

Operator Library may update this Product Licence & Acceptable Use Policy from time to time to reflect:

changes to our products;

changes to our delivery methods;

changes to our business;

changes to intellectual property protections;

or changes to applicable legal requirements.

The version applying to your purchase will normally be the version in effect at the time of purchase, except where later changes lawfully apply or provide additional clarification without materially reducing your existing rights.

The effective date is displayed at the beginning of this Policy.

24. CONTACT

For questions about permitted use, licensing, access or permission requests, contact:

Operator Library

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