

Important Information

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?Terms Of Service

Atomic Hosts Terms Of Service

Welcome to Atomic Host. By using our service, you agree to the following Terms. These terms may be set to change, and upon the change of these terms, accounts with a Verified Email will be notified.

Account Registration

Requirements

- When registering for an account, users must be at least 12 years or older to use our services.
- Users must provide accurate registration details.
- Users are responsible for their account security and activity. Using 2FA on your account is not required, but is strongly recommended. Staff members may assist you with a lost or stolen account, if there is sufficient proof that you own the account.

Agreement

- Users must not create a large number of accounts.
 - Some countries may be blocked for registration due to laws set in their country.
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Services Provided

Atomic Host is a Game Server Hosting Service. This service can not guarantee 100% uptime, but we do offer as close as possible to 100% uptime.

Prohibited Use:

- Users are strictly prohibited from hosting or distributing any illegal content, including but not limited to pirated software, child exploitation materials, or content that infringes on

intellectual property rights. Additionally, any activities that disrupt or harm other networks, systems, or services — such as DDoS attacks or the distribution of malware — are not allowed.

You are legally responsible for what you do on your server. Here at Atomic Host we are not responsible for any legal trouble you get yourself into from breaking any of list shown above in the *Prohibited Use* Section, Or of anything else in these terms*

Takedown requests / report abuse

You can submit a takedown request for a service, server, or website created by another user by filling out the form at the link below. The form requires users to be logged in to help prevent spam and false submissions.

<https://atomichost.xyz/forms/report>

Billing & Payments

Pricing

Our service ranges in pricing, and we are entitled to change these prices. Users who have an already occurring subscription won't be affected by change in prices, unless we email them in advance.

Payment Methods

Payment methods include *Credit & Debit Cards, Atomic Host Balance*

Refund Policy

We offer a full refund within 14 days of purchase. Abuse of our services or refund system may result in account suspension or termination.

Late Payments

If a payment is made late, we will terminate your server until the payment has been made. You may receive a warning on your account.

Termination and Suspension

User Termination

Users accounts may be subjected to a ban or a termination due to actions performed on their account. By agreeing to these terms you are giving us the required permission to warn, ban or even terminate your account if any of the terms are broken.

Data Retention

If a user has been temporarily banned, they will still be able to access their server data when they are unbanned. However if a user is permanently terminated their account and server data will be inaccessible dependent on the reason for their termination. Depending on the reason for the termination or ban, we may agree to provide you with your server files.

Liability and Warranties

Warranties

Our service does not issue warranties. Users may need to *reinstall* their server if something unfixable is broken. Reinstalling your server is completely free.

Liability

We are not responsible for data loss or damages caused by service interruptions. We may assist as best we can to recover data.

Third-Party Content

We are not responsible for third-party content hosted by users. We are not responsible if Third-Party Content, or your server content is classified to break laws including the Data Protection Act, Copyright, Designs and Patents Act, Computer Misuse act, or any legal laws.

Disclaimer

The services provided by AtomicHost are offered “as is” and “as available,” without any warranties, express or implied. We do not guarantee that the services will be uninterrupted, error-free, or secure. By using our services, you agree that AtomicHost is not liable for any damages or losses resulting from the use or inability to use the service, including but not limited to data loss, service interruptions, or unauthorized access.

Privacy Policy

Atomic Host takes users privacy very seriously. We only collect necessary data. All private data will be deleted when ever your account is deleted. All data we store can be downloaded on your user settings.

Data We Collect

- Usernames
- Emails
- First and Surname
- Country
- Password (Encrypted)
- Client Information (IP Addresses, Device Type (Phone, Desktop, Etc))

Data Access

"High Ranking" staff members have access to parts of the data you supply, this includes

- Username (Can be accessed by anyone)
- First & Last name
- Locational data (Only your contry) High ranking staff members are the top of the chain of command, ensuring your data is secure.

Payment Details

All payments and transactions are handled by third party providers including Stripe. We do not store payment information on site at AtomicHost.

How We Use Your Data

We use your data in the following:

- Displaying your username
- Sending emails to your account
- Logging purchased services for analytics

How we secure your data

All our data is secured over SSL, all data is managed locally, and can not be accessed by external sources.

Dispute Resolution

These terms are governed by the laws of the United Kingdom. By agreeing to these terms, you take full legal responsibility for your actions on our service.

If we or the law classes actions a user is doing on our service to be *illegal* you agree to give us the full right to take legal action using methods like, mediation, arbitration, or small claims court.

Indemnification

Users must indemnify Atomic Host against legal claims arising from your misuse of our service

Support Tickets

We aim to respond to all support tickets within 1-6 hours. However, during busy periods or high ticket volume, responses may take up to 24 hours. We appreciate your patience and understanding.

Contact Information

- **Support tickets:** Creating a support ticket raising concerns about the TOS, or asking for general help
 - **Discord:** We offer support via our discord server
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By using our service, you are agreeing to all the following terms

?Applications & Forms

Welcome to the root of all applications! We have **high** standards for all applications. If your application doesn't meet our criteria, We will **humbly** decline your application.

We try and promise our **best** support to **all** user.

Links!

[Creator Sponsorships](#)

[Support & Staff Applications](#)

[Server Partnership](#)

?FAQ

□ FAQ

How can I be in the server partnership programme?

To become a server partner, you first need to have a interesting and unique server

Next you will have to fill out a form, where a higherup will manually review your server and see if it is viable to be in the server partership programme

more info [here](#)

Do you support hosting proxied servers?

Yes we do, to use our proxy servers you can order a bungeecord server, along with seperate back end paper servers to be able to create a proxy. You can find more information about proxies and how they work [here](#)

FAQ

Why does my rust server take so long to start?

Rust is very unoptimised when it comes to how servers start, unfortunately there is no fix to your server starting up slowly unless rust makes a change to the way assets are loaded.

FAQ

How can i be a staff?

To be a staff of AtomicHost you have to meet specific requirements which are stated on the application form.

More information can be found [here](#)

I forgot my password, what can i do?

If you have forgot your password, you can click the "forgot password" button to email you a password reset, however if you do not have access to that email address anymore, you will have to provide valid evidence that you owned this account before, by ether presenting us past transaction logs, transaction IDs or anything which may help you prove that account does belong to you.

This process will take a while, as we need to assess the situation to eliminate missuse.

Why does my server resources max out whenever i start it up?

The reason your server resources "max out" is because whenever your server initially loads, the server has to fetch all the data from the secondary storage devices and store them into the primary storage devices (aka ram).

To make the server start up as fast as possible, it uses a large percentage or even all your server resources in order to complete this in a reasonable amount of time

Why is my CPU over 100%?

On some servers, your cpu may be set to a value above 100%. The reason for this is because 1 core = 100% CPU, so if you have 3 cores you will have 300% CPU, you can easily visualise how many cores you are using.

For an example, if you are running 200% CPU, you are using 2 cores.

What's SteamCMD and Depot Downloader?

SteamCMD and Depot Downloader are 2 different ways AtomicHost downloads the server files. **We advise you to use SteamCMD** as it usually is faster and more reliable.

Why does my server show as offline when it is actually online?

Sometimes your server could show as `offline` on atomichost even when the server is actually online. There are many reasons which may cause this, the most common being the browser itself. If the browser for whatever reason blocks the web socket which connects the web interface to your server, then it can't grab any of the info. The fix to this would be to **try using another browser for the time being**

If that doesn't work, check our [status](#) page, and check if the `node` is offline

What Makes AtomicHost Different?

AtomicHost offers high performance, reliable hosting for anyone's needs, from a small project with a couple of friends, to a large scale network - We support it!

We focus on simplicity, speed, support and scalability - no nonsense, just hosting that works.

Performance

- With dual Intel Xeon CPUs, DDR4 memory, and a mix of SSD & HDD storage, you can count on consistently fast and reliable performance.
- With reliable networking, power backups, off-site backups, and multiple redundancy methods, your services stay online no matter what.

Fair Pricing

- Competitive affordable pricing whilst having premium support
- No hidden fees
- Flexible plan options

Easy to Use

- Simple, clean control panel that's easy to understand
- Deploy your first server in just a few minutes
- Full documentation and guides to help beginners get started

Real Support

- Actually helpful support, answers within 24 hours!
 - Real human answers, no copy and pasted answers!
 - Response times between 30 minutes -> 24 hours!!!
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A Little About Us



Since the majority of the hosting companies I was using lacked the features I required, I founded AtomicHost. Instead of a service where you have to sift through countless Reddit threads to find what you're looking for, I wanted something dependable, easy to use, and truly helpful.

I've managed Minecraft servers before, so I understand what it's like to deal with jumbled setups and perplexing panels. I've had to battle through unintuitive user interfaces, malfunctioning configurations, and systems that made basic tasks much more difficult than they needed to be. In order to get things functioning properly, I eventually had to completely abandon the default panel and use plugins to manage my server.

AtomicHost is built to avoid all that.

Fin,

Owner Of AtomicHost

Our Goal

Our goal is to provide users with a simple yet extensive hosting experience, allowing for any small to large server to easily be hosted with high customisation!