

TERMS OF SERVICE

This work for Hire Agreement (“Agreement”) will amend as required between In this Agreement, the party who is contracting to receive the services shall be referred to as the “Client” and the party who will be providing the services shall be referred to as the “Service Provider”.

The Service Provider Offers Support In The Following Areas (included but not limited to)

Administrative support - diary management, event organisation, inbox maintenance, expenses, budget tracking

Design - presentations, leaflets, flyers, brochures, business cards, event banners, creation of social media images

Online support - website creation, website/blog updates, social media management

Service Provider Contactable Days / Hours

Standard working hours are outlined below:

Monday	9.30am - 5pm
Tuesday	9.30am - 5pm
Wednesday	9.30am - 5pm
Thursday	9.30am - 5pm
Friday	9.30am - 4:30pm

If, at any time you cannot get an answer immediately **please leave a voicemail** and your call will be returned as soon as possible.

Rates

Adhoc / pay-as-you-go

£30.00 per hour - Billed at month-end or if you require 10+ hours you can save money and opt for a monthly retainer:

Monthly Retainer for Support Services

Support services are provided at a **minimum of 10 hours per calendar month**, with additional hours billed at a reduced **rate of £25.00 per hour**. The Client will be alerted as the retainer limit draws near to give The Client the opportunity to adjust support and hours required as necessary. Any unused hours can be rolled over to the following month.

Hours will be time-tracked and reported. Hours are never rounded up, you will only ever pay for the exact time spent on your tasks.

Payments

Pay-as-you-go tasks - billed at month-end.

Retainer payments - due at the beginning of the month for work to be carried out during the month ahead. Any additional hours will be billed at month-end.

Service Location

Unless agreed in advance all **support will be carried out virtually**, by phone, email, video and online file sharing. For occasional meetings or support at The Clients office or location, travel time and travel expenses will be added to the month-end invoice and compensation will be due on upon receipt of invoice.

Annual Leave and Sickness

Any Service Provider planned annual leave that will impact on service delivery will be discussed with The Client in advance.

Sickness cover impacting delivery will be discussed as and when necessary.

Temporary cover may be available with another VA, to be determined when the need arises.

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Termination

Support can be terminated at any time. In the unlikely event that The Service Provider is no longer able to support The Client, then a reasonable notice period will be given.

Non-Disclosure and Work / Product Ownership

The Client can be assured of full confidentiality. Any information that is shared with The Service Provider or made accessible to The Service Provider, will be held in strictest confidence. Including, but not limited to login details, customer lists, contacts, financial data, sales data, supply sources, business opportunities for new or developing business, plans and models or trade secrets.

Any documents or designs developed on The Clients behalf will be exclusively The Clients property and The Client will have access via Google Drive at all times.

Relationship of Parties

The Service Provider is an independent contractor and The Client will not be expected to provide fringe benefits, including health insurance benefits, paid vacation or sick leave, pension or any other employee benefit.

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