

## **TERMS & CONDITIONS OF BUSINESS**

Two copies of the Terms and Conditions of Business will be included within your client welcome pack. Both copies are to be signed, Copy A will be retained by you and Copy B must be returned for Visionary Virtual Assistant to keep on file, prior to the project start. By signing the Terms and Conditions of Business, you are indicating your acceptance of these terms and conditions.

## **BOOKING TERMS**

### 1. Client Enquiry

On receipt of the client enquiry, an initial telephone meeting will take place to discuss the specifics of your service requirements. A Client Booking form will then be completed and signed by both parties, detailing the commencement of the new task/service/project, agreed rate or payment package, deadline for the completion and handover of task/service/project and all other related particulars. The signed document indicates the client's acceptance of Visionary Virtual Assistant's terms and conditions included on the booking form.

### 2. Timescales

A suitable timescale will be agreed by both parties, prior to the commencement of service.

### 3. Changes to Service

If the Client's original requirements change, Visionary Virtual Assistant, may amend the original Client Booking form, upon consultation and agreement with the Client.

### 4. Refusal to Undertake Work

Visionary Virtual Assistant reserves the right to refuse to undertake any work/task/project which is believed to be unlawful, unethical or outside of our expertise.

### 5. Amendments to the Cost of Provision of Service

Visionary Virtual Assistant reserves the right to amend the cost of the provision of services, at any time, by giving the client one month's written notice.

## **PAYMENT TERMS**

1. All invoices are payable within 7 days of the invoice date. The Invoice will be sent via email to the client. Invoices will be sent on a weekly basis.
2. Payment will be via PayPal, bank transfer or online banking.
3. Should any payment fail, the client will be liable for all related charges.
4. For first time clients, a 50% deposit will be required up front for your first task/project.
5. For ongoing tasks/projects invoices will be sent on the 1<sup>st</sup> day of each month. Additional hours will only be worked as agreed by Visionary Virtual Assistant and the client.

6. Late and overdue payments will be subject to a 10% late payment fee during the first 30 days and an additional 10% will be levied for every 7 days subsequent to that whilst the payment remains overdue.

## **CONFIDENTIALITY**

1. Visionary Virtual Assistant will not, at any time, either directly or indirectly, divulge, disclose or communicate in any manner, any information that is propriety to the client, unless specifically requested to do so by the client or obliged to by law.
2. All information and data will be treated with the strictest confidence and will not be used for the personal benefit of Visionary Virtual Assistant. This stipulation will continue after the termination of any Contract of Agreement.
3. A copy of completed tasks will be held by Visionary Virtual Assistant for 6 months unless the client requests otherwise.
4. Any documents containing personal financial details belonging to the client or the client's client will be destroyed four weeks after completion and payment of the tasks or project.
5. If required by the client, Visionary Virtual Assistant will sign any non-disclosure or confidentiality agreement.

## **LIABILITY**

1. Visionary Virtual Assistant cannot be held responsible for any loss or damage to data or equipment relating to projects or tasks, during transit to/from and within its premises.
2. Visionary Virtual Assistant has Professional Indemnity of £1,000,000.
3. Visionary Virtual Assistant uses anti-virus protection and all incoming emails/documents will be scanned.
4. Visionary Virtual Assistant reserves the right to delete any unsolicited attachments or mail which causes concern from an unrecognised sender or has no subject heading or contains no message.
5. The client is responsible for their own anti-virus protection.
6. It is the client's responsibility to ensure that all work submitted to Visionary Virtual Assistant is correct and legible. Any errors made by Visionary Virtual Assistant will be corrected free of charge.
7. Amendments other than those previously stated, will be charged at the appropriate hourly rate.
8. Visionary Virtual Assistant cannot be held responsible for the end use or content of any document produced or edited by them.
9. All completed assignments, returned to the client, will leave the premises in perfect condition – we cannot accept liability for damage or loss caused by Royal Mail. In the unlikely and unfortunate event this should happen, we will do our best to chase any problem up with Royal Mail on your behalf.
10. All final proofreading of work remains the responsibility of the client.

Date of Policy:	05/09/2015
Drafted by:	Beverley Defreitas
Review:	05/09/2019