**Katie Stone, P.A. Terms and Conditions**

# This is a shortened version of the client contract which we will both sign upon agreement -it gives you a good idea of how I work, though!

## General Terms and Conditions

* Consultations and quotations are free and are carried out by email or telephone or in person if required.
* All projects will be detailed on a Booking Form prior to commencement and must be signed by the client along with a copy of our terms & conditions, data processing form, and client/virtual assistant contract.
* I will sign any data protection forms you need, and provide my own also. For more info on how I use your data, please refer to my Privacy Policy.
* Work can be accepted from the client by email, post or memory stick.
* All work carried out by Katie Stone, P.A. will be proof-read, however final approval of the work lies with the client.
* I will aim to turn around work within 24-48 hours, where possible, as long as the request was received and acknowledged by 3:30pm Mon-Fri. For larger projects an ETC will be negotiated with the client.
* Katie Stone, P.A. does not accept liability or responsibility for the end use of any documents or materials produced or edited by us on behalf of the client.
* We reserve the right to reject any work which we believe to be unlawful or immoral.

# Payment Terms

* The minimum charge for work undertaken is one hour, after that work will be charged in 15-minute increments.
* A deposit of 50% may be requested before work is commenced for new clients, or for one-off projects.
* Payments accepted via bank transfer only. Details will be provided prior to commencement of work.
* Hourly work payments will be invoiced on completion of the week and payment is due 14 days from the date of invoice. The ad hoc hourly rate is currently £25 p/h (subject to change). The number of hours spent on projects are calculated via a time management system to ensure invoice accuracy and so you aren't over/under-charged.
* Retainer hours are for the calendar month in which they were purchased only and are to be paid upfront via BACS. Unused hours cannot be rolled over into the next month unless by special arrangement.
* Any additional costs incurred, for example: postage, courier, travel, telephone charges, will be invoiced separately to the client as ‘Additional Expenses’.
* If deposits are required by venues/entertainment companies etc, I will seek to obtain this from you whether it be via company credit card or other means; I will not pay for deposits.
* Travel bookings/arrangements will not be paid for by Katie Stone, P.A. - this must be paid for by the client at time of booking.
* Projects will vary in pricing depending on a number of factors (i.e. if any pre/post admin is required, the length of time it will take to complete the project, if it's a one-off or ongoing etc.) and will be agreed in writing after initial consultation.
* Katie Stone, P.A. does not provide or pay for systems/software that may be needed; all work Katie Stone, P.A. carries out for the client will be done so on the clients own systems/software programmes and paid for by the client. All necessary passwords/logins must be securely shared prior to work beginning.
* In the event of a contract being cancelled/terminated according to the terms & conditions, the client agrees to pay for all work completed up to that point and any work that may be carried out after termination i.e. the returning of files etc.