

Lime VA Services

TERMS & CONDITIONS

Confidentiality & Rights

- Lime VA Services and associates shall keep any work undertaken confidential and not use it for personal gain or promotion without written consent of the Client.
- The business affairs of the Client shall not be discussed or disclosed to any third parties unless the Client advises otherwise.
- The Client will be the legal owner and will hold intellectual copyright of all work undertaken by Lime VA Services.

Data Protection

- Your information is held securely and backed up in accordance with UK Data Protection Laws.
- Secure email is used and ISO 27001 compliant cloud storage and alpha numerical passwords on equipment.
- I am a registered Data Protection Controller (ICO Registration Number: CSN0587441).
- I do not share Clients information unless requested to do so. All data is classed as confidential.

General Terms

- A signed agreement is required prior to commencement of work to confirm the Clients acceptance of these Terms and Conditions.
- Although every effort will be made to ensure reliable service, in event of equipment failure, Lime VA Services cannot be held liable for any loss of information.
- The Client will ensure that Lime VA Services is provided with all paperwork and information necessary to complete the task/project prior to commencement of work.
- Work can be received by email, post, USB drive, CD, One Drive or such other online file transfer software.
- Lime VA Services recommends any original documents to be sent via secure post or courier.
- All documentation will be scanned using updated anti-virus software, however Lime VA Services cannot be held liable and it remains the Clients responsibility to ensure they have their own virus protection.
- Contracts can be terminated with 30 days' written notice by either party. Lime VA Services reserves the right to charge for any work carried out prior to cancellation.
- All work will be proof-read before sending to the Client. However, final proofreading and checking of all work supplied is the responsibility of the Client.

Lime VA Services

- Lime VA Services reserves the right to reject any work which is thought to be unlawful or immoral.
- Lime VA Services operates Monday to Friday, 9:00am until 5:00pm except UK Bank Holidays.
- Office closure/holidays will be notified to the Client as soon as possible.

Payments & Billing

- An initial 30 minute consultation is complimentary carried out via telephone, online or in person if local.
- For ad-hoc work the rate per hour is £36.00 and a time report will be provided with the invoice. The hourly rate is billed in increments of 15 minutes, with time rounded up or down to the nearest quarter of an hour. A timesheet will be provided at the end of each week so the Client is aware of time spent on their work.
- Pre-paid hours/retainer packages are non-refundable and are valid for that calendar month only e.g. hours bought in January are only valid for January. Full payment is required in advance and via GoCardless or bank transfer.
- For project work Clients will be invoiced either after an individual assignment is completed or on an ongoing monthly basis (last Friday of the month) – payment frequency to be agreed between both parties when the task is assigned.
- The Client understands Lime VA Services and associates estimated time and cost for completing the work is an informal calculation and that any adjustments to the amount of work, schedule and/or the number of hours and fees is subject to review and renegotiation with the Client when necessary.
- Any errors must be reported within two (2) days of receipt of completed work. Errors generated by Lime VA Services will be rectified free of charge, but amendments or alterations requested by the Client thereafter will be charged at the standard hourly rate.
- Should ongoing project work be suspended or delayed through any default of the Client, Lime VA Services shall be entitled to immediate payment for work already carried out and expenses incurred.
- Invoices are to be settled within seven (7) days unless otherwise agreed. The final invoice shall include billable time, reimbursable expenses, and any other fees related to the work.
- Overdue invoices may result in interest charges (at the rate of 10%) for the total outstanding amount per month and once an invoice becomes overdue, no further work will be undertaken.
- All costs incurred for chasing/or recovering any outstanding payments will be added to the Clients account.
- Billable time includes meetings outside of contracted hours, and includes the writing and/or reading of correspondence sent by mail or email.
- In the event of a contract being cancelled/terminated the Client agrees to pay for all work completed up to that point.
- All postage, printing and other stationery expenses bought on behalf of the Client's business will be added to the invoice for reimbursement.

Lime VA Services

- If a turnaround of 24 hours is requested, additional charges of 50% may be applied.
- Mileage will be charged for any visits requested by the Client at the rate of £0.45 per mile.
- All charges will be reviewed on 1st April of each year and the Client will be notified of any new charges in writing.