

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 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, excluding UK Bank Holidays. Any planned office closures, including holidays, will be communicated to the Client as soon as reasonably practicable and, where possible, in advance.
Clients will not be charged for any periods during which Lime VA Services is unavailable due to holiday.

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Payments & Billing

- An initial 30-minute consultation is complimentary and can be carried out via telephone, online, or in person if local.
- Lime VA Services primarily operates on a **monthly retainer basis**, providing a consistent level of support agreed in advance.
- Retainer fees are payable monthly in advance via GoCardless or bank transfer and are non-refundable.
- Retainer support is structured to provide an agreed level of ongoing support across the month. While this is typically aligned to a daily or weekly rhythm, time is not tracked or reported in the form of detailed timesheets.
- Any work requested outside of the agreed scope of the retainer may be quoted separately or charged at the standard hourly rate, subject to agreement in advance.
- Where additional support is required beyond the agreed level, this will be discussed and agreed with the Client before any additional work is undertaken.
- Unused time within a monthly retainer is not carried forward unless otherwise agreed.
- In the event that Lime VA Services is unavailable due to planned holiday, Clients will not be charged for that period.
- For ad-hoc or project-based work (where agreed), billing will be at the agreed hourly or project rate. Time may be tracked in reasonable increments, and a summary of work undertaken can be provided on request.
- The Client understands that any estimated time or cost for completing work is an informed estimate. Where the scope of work changes, this will be reviewed and agreed before proceeding.
- 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. Amendments or additional changes requested thereafter may be chargeable.
- Should ongoing work be suspended or delayed due to any default or delay on the part of the Client, Lime VA Services reserves the right to invoice for work completed and time allocated.
- Invoices are to be settled within seven (7) days unless otherwise agreed. Late payments may result in interest charges (at a rate of 10% per month) and may result in a pause in services until payment is received.
- All reasonable expenses incurred on behalf of the Client (including postage, printing, or travel where agreed) will be added to the invoice for reimbursement.
- Mileage for in-person visits requested by the Client will be charged at £0.45 per mile.
- All charges are reviewed annually, and any changes will be communicated in writing.