

Terms and Conditions

1. These are the Terms and Conditions of Heather Spencer T/A Admin Works and Claire Valder T/A Admin Works. A copy must be signed by you to acknowledge your acceptance of these Terms and Conditions and returned to Heather Spencer and/or Claire Valder before any work can be scheduled for you.
2. All incoming emails, files and discs are scanned for computer viruses as are outgoing documents and emails. Please note that we will not open any unsolicited attachments to emails or emails that have no message with the attachment unless the attachment originates from a known and trusted source. Where anti-virus software indicates that your files are infected with a computer virus we will send you an advisory email so that you are aware that work cannot be undertaken until a clean copy of the information is available.
3. You are responsible for the final proof reading of all documents. Any errors made by us will be corrected free of charge provided that notification is received within 48 hours of the work being completed and returned to you.
4. Any work produced shall be held electronically for the period of the project with appropriate backup. Archived material will be held on file for a period of time as agreed between you and Heather Spencer and/or Claire Valder but will not be disclosed to any third parties without your specific instruction in writing except where necessary to comply with the requirements of any relevant legislative body or legal warrant.
5. Original paper copies can be returned to you when the work is completed or we can shred and dispose of them.
6. We retain the right to reject work from or for you which we find to be immoral, illegal or questionable in terms of origin.
7. We are not responsible for the end use of any document produced or edited on your behalf. You are solely responsible for its appropriate use including adherence to prevailing local law, relevant copyright laws, plagiarism laws and publishing notices. Whilst working on your behalf, you agree that Heather Spencer and/or Claire Valder will not be held liable for the content of any document produced.
8. We retain the copyright on all designs produced unless agreement to purchase any such design and copyright is reached.
9. **FEES**
 - ⌚ Fees are based on an agreed hourly rate reflecting the complexity of the task. A minimum of half an hour will be charged for; thereafter charges will be made for every 15 minutes worked and charged to the nearest 15 minute unit.
 - ⌚ Fees shall be held fixed for the duration of the services unless you are advised of any proposed change(s) to fees in writing by Heather Spencer and/or Claire Valder.
 - ⌚ Additional expenses incurred on your behalf including but not limited to telephone, fax, postage and materials will be detailed in full and charged at cost where applicable.
 - ⌚ Our initial meeting with you will be free of charge. All subsequent meetings including any training required by you of or from Heather Spencer and/or Claire Valder will be charged at the agreed hourly rate.
 - ⌚ Travelling time is charged at the standard agreed hourly rate and mileage charged at the Inland Revenue recommended rates.
 - ⌚ A deposit, milestone payment or full payment in advance may be required depending on the length of the business relationship and the size of the project.

10. RETAINERS

Retainers can be arranged as required and are charged at the full agreed hourly rate for hours retained.

11. PAYMENT

All fees shall be received in UK£ sterling and shall be payable in full as follows:

- ⌚ Monthly in advance for a retainer.
- ⌚ Within 14 days of date of invoice (for materials/expenses/over-run of hours contracted, or for the entire services if not based upon a monthly retainer).
- ⌚ Payment is your responsibility and in no way shall be tied to any third party agreement or failure thereof.
- ⌚ Payment is to be made by cheque, cash or bank transfer. Any bank charges incurred as a result of returned cheques will be charged to you.

12. WORKING HOURS & OVERTIME

Our normal working hours are 09.30 to 17.00 Monday to Friday.

Charges for unsociable hours where requested by you will be made as follows based on your normal hourly rate or the agreed rate for the work to be carried out:

Week days after 18.00 hrs	time and a half
Weekends and Bank Holidays	double time

13. CANCELLATION

48 hours notice is required for cancellation of a site visit otherwise a cancellation charge will be made which shall be a minimum of one hour at the agreed hourly rate for each individual scheduled to attend in person by or on behalf of Heather Spencer and/or Claire Valder.

14. TURNAROUND OF WORK

We agree to complete and return your work to you within 48 hours wherever possible. Work can be turned around in a shorter period by arrangement. Overtime rates may apply.

15. WAIVER

Failure by Heather Spencer and/or Claire Valder to enforce any accrued rights under these Terms and Conditions is not to be taken as or deemed to be a waiver of those rights unless we acknowledge the waiver in writing.

16. ENTIRE TERMS AND CONDITIONS

These Terms and Conditions set out the entire agreement and understanding between you and Heather Spencer and/or Claire Valder. We reserve the right to change these Terms & Conditions at any time, without giving notice to you.

17. Visits to the premises of Heather Spencer and/or Claire Valder are permitted strictly by prior appointment.

I/we agree to the above Terms and Conditions set out by Heather Spencer T/A Admin Works and Claire Valder T/A Admin Works.

Signed: _____

(Please print name)

For and on Behalf of: _____

(Company name/ Company stamp)

Dated: _____