

## Quotations/Bookings/Cancellations

1. Written quotations are provided on request and a signed booking Form is required before we undertake any project.
2. Signature of the Booking Form constitutes acceptance of these Terms & Conditions.
3. If a booking form was not completed, any work carried out is still bound by these conditions
4. If you wish to change the work at all, we reserve the right to re-negotiate the quotation and booking and will advise you in turn.
5. Any work requested to be completed outside of 09.00/18.00, bank holidays and weekends will incur an additional charge of 30%.
6. Any work that involves us working past 22.00 will incur a 'night rate' of £5 per hour **on top** of the standard hourly rate, if less than 30%.
7. Work agreed or requested but cancelled within 2 hours of starting/requesting, will be subject to a cancellation fee of 30% of the agreed amount, one hour at the agreed rate or £40.00, whichever is greater.
8. Work requested but cancelled within the hour of starting/requesting, will be subject to a cancellation fee of 75% of the agreed amount and work cancelled within two hours of starting will be charged at the agreed rate or £40.00, whichever is greater.
9. The above cancellation fees are due to the fact that our office diary is always planned to the hour and last minute cancellations will force us to re-schedule our entire day.
10. Work agreed but delayed due to the client, the clients PC access or files not being made accessible will be subject to a £20 charge on top of the agreed amount if delays cause us to run over or start late 30 minutes or more.

## Deposits

1. A deposit is required for all ongoing work and for any urgent/last minute bookings.
2. Any work booked and started within 24 hours of being contacted is classed as an 'Urgent job' and will require immediate payment upon presentation of the completed work.

3. Work requested to start within 2 hours of being contacted will be charged at 25% above our standard fee structure.
4. We reserve the right to request a deposit up front for new clients and urgent work.
5. Any work to the value of £100 will be requested to pay the full amount up front or a 50% deposit.

### Invoices

1. The client will be invoiced as soon as the work is completed and must agree to pay the balance upon completion of the work and within 7 days, unless otherwise stated.
2. Ongoing projects will be invoiced monthly and are payable 7 days of receipt of invoice.
3. All work is rounded to the nearest 15 minutes and will be charged as this.
4. Any invoices not paid within the 7 days of invoice, will be sent a reminder email. Payments still not received within 48 hours of the email will be subject to a £39 late payment fee and interest of 3% will be charged from the 14th day past invoice, until the date the payment clears our accounts. This is as per the 'Late Payment of Commercial Debts (Interest) Act 1998' and applies to all contracts agreed after 7 August 2002.
5. The person making the booking is responsible for the invoice and we will not accept the fact that the company Accounts Department cannot pay.
6. We reserve the right to charge for any extra time spent communicating with the client, sorting technical issues with the client or client's software, problems or errors with the site, recordings and material provided and phone calls, emails and preparing post over and above the quoted price. This will be stated on your invoice and charged at the agreed hourly rate.
7. If you wish to pay by cheque, please advise us **before** making the booking as this will need to be agreed prior to the work commencing. If this is not agreed and we are paid by cheque there may be a late payment charge as below.
8. Cheque payment if not agreed prior to booking, may incur the £39 late payment fee and may be subject to the daily interest charge also. This will be

charged from the due date of payment until the cheque clears our banking system.

### **Disclaimer**

1. The client agrees not to contract any other Secretarial or Administration company or service to carry out the same project or any similar, whilst we are working on your behalf.
2. The client is wholly responsible for the final proof reading of any completed work before it is utilised in any way and YourAdmin Ltd accepts no responsibility for any consequential loss.
3. Any proofreading errors notified within 24 hours will be rectified free of charge. Any subsequent changes once the client has accepted the completed work will be charged at the standard rates.
4. Youradmin guarantees any information received is treated with the strictest confidence, in line with the Data Protection Act 1988.
5. We are not responsible for any copy typing requests that may breach copyright laws. This work is completed fully at the requests of the client and we will not be held responsible for these requests.

### **Materials**

1. All material supplied by the client via email attachment or disk will be scanned to prevent computer viruses.
2. Back up copies of client files will be kept for a period of 3 months, after which time they will be deleted. It is highly recommended that all original documentation is sent by courier or registered post, to avoid loss.
3. Any original work required to be returned by us should be advised initially otherwise we do not return original work. This will be disposed of as confidential waste.
4. All work is bound by the Data Protection Act and YourAdmin will respect your confidentiality at all times.
5. Sundry costs (telephone/fax charges etc.) will be invoiced and are also payable upon presentation of the invoice.