



## TERMS AND CONDITIONS

### GENERAL

A signed Services Agreement is required before commencement of work. This indicates the client's acceptance of our terms and conditions

VirtualGo will not be held liable or responsible for the end use of any document or work carried out by us. We retain the right to reject work which involves material we feel is illegal, immoral or objectionable

Written quotations will be provided prior to any work commencing

Work will be presented using Microsoft Office applications and up to date anti-virus software will be used to prepare documents on all devices.

Although every effort will be made to ensure reliable service, in event of equipment failure, VirtualGo cannot be held liable for any loss of information

VirtualGo will use reasonable endeavours to meet agreed performance dates but that such dates are estimates only and time is not of the essence in relation to them.

The client will co-operate with you in all matters relating to the services and ensure that all information provided to you is accurate in all material respects;

VirtualGo Ltd has the right to suspend provision of the services if performance is prevented or delayed by an act or omission of the Client and/ or does not pay on time.

### CONFIDENTIALITY & RIGHTS

VirtualGo Limited shall keep any work undertaken confidential and not use it for personal gain or promotion without written consent of the Client and for a period of 12 months after it terminates/expires.

The Client will not disclose confidential information in relation to VirtualGo Ltd for the duration of the contract and for a period of 12 months after it terminates/expires.

The business affairs of the Client shall not be discussed or disclosed to any third parties.

The Client will be the legal owner and will hold intellectual copyright of all content of work undertaken by VirtualGo Limited.

All images supplied by the client remain their responsibility, with regards to obtaining rights for use. All images supplied by VirtualGo Limited will be sourced with permission.

The Client consents to the Contractor appointing third parties to assist with work outside of VirtualGo remit and in accordance with work required by the Client. VirtualGo confirms that it has entered or will enter with the third-party into a written agreement.

### PAYMENTS & BILLING

Initial consultation by Zoom or telephone is complimentary.

Final proofreading and checking of all work supplied is the responsibility of the client.



The Client understands VirtualGo Limited's 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 VirtualGo Limited will be rectified free of charge, but amendments or alterations requested by the client thereafter will be charged at the standard hourly rate.

If, however, on receipt of the item to be worked on or at an early stage, it becomes apparent that significantly more work is required than had been anticipated in the preliminary discussion/brief, VirtualGo Limited may renegotiate the fee and/or the deadline.

Similarly, if, during the term of the Freelance's work, additional tasks are requested by the Client, the Freelance may renegotiate the fee and/or the deadline.

Should ongoing project work be suspended or delayed through any default of the client, VirtualGo Limited shall be entitled to immediate payment for work already carried out and expenses incurred.

An agreement, in writing or by email, of a set number of hours a week or month may not be carried over to subsequent periods by the client, without prior written agreement from both parties.

If the project is based on an hourly rate, then a minimum invoice amount is for one hour and the hourly rate is then billed in increments of 30 minutes, with time rounded up to the nearest half of an hour.

Clients will be invoiced either after an individual assignment is completed or on an ongoing monthly basis.

Invoices will be at the end of every calendar month.

Invoices are to be settled within seven (7) days. The final invoice shall include billable time, reimbursable expenses, and any other fees related to the Work.

Billable time includes meetings and calls outside of contracted hours and includes the writing and/or reading of correspondence sent by mail or email.

All postage, printing and other stationery expenses bought on behalf of the client's business will be added to the invoice for reimbursement.

Payment to be made by bank transfer.

VirtualGo has the right to terminate the contract due to non-payment of invoices.

Under the terms of the Data Protection Act 1998 / GDPR, the Client and the Freelances may keep on record such information (e.g. contact details) as is necessary. Either may view the other's records to ensure that they are relevant, correct and up to date.

Both VirtualGo and the Client have the right to terminate a contract for services if there is a serious breach of its terms.

#### **I PROMISE**

to conduct your business affairs in a professional manner and avoid behaviour that could bring your business and reputation into disrepute.

to conduct my business affairs based on sound, ethical principles and will communicate fairly and honestly with your clients, associates, employees and suppliers.

to make an honest representation of my skills, experience and qualifications at all times.



to respect the confidentiality of your personal and business practices and recognise your ownership of any intellectual copyright pertaining to your business activities.

to strive to maintain my high professional standards by staying abreast of advances within my industry and to strive for excellence through professional improvement.

to keep all acquired personal data safe and secure and ensure it is only used for its intended purpose, in accordance with GDPR and all regulations set by the ICO.

every step has been taken in accordance with guidance on the ICO website to keep data safe and secure.

#### **NOTICE PERIOD**

The notice period is ideally one month and in writing but can be subject to negotiation.

#### **WORKING HOURS**

Monday to Friday 0900 to 1700 hrs with additional hours upon request and agreement.

#### **COMMUNICATION**

I prefer to receive all communication and instructions via email

#### **TURNAROUND**

my retained clients get priority. If you know you'll be needing a set amount of hours every week or month, a specific task completed every week or month, or there's a possibility any of your tasks will need my attention within three working days then a retainer package is your best option. You can retain my time, at an agreed hourly rate, anything from an hour a month.

retainer plans are a fixed amount of time agreed each week or month and any unused hours are not rolled over.

My terms and conditions may be updated at any time to suit the demands of business. If you have any questions do not hesitate to let me know: [info@virtualgo.co.uk](mailto:info@virtualgo.co.uk)