

Terms and Conditions



Confidentiality

1.1 Virtuoso-PA will not, at any time, either directly or indirectly, divulge, disclose or communicate in any manner, any information that is proprietary to the client. All information will be treated as strictly confidential and will not be used for the personal benefit of Virtuoso-PA. This provision will continue after the termination of any agreement.

1.2 Virtuoso-PA is happy to sign any non-disclosure or confidentiality agreement, as required by the client.

Booking Terms

2.1 A signed booking form is required before work will commence. Booking forms contain details of the work to be carried out, timescales and fee quotation. This signed document indicates the clients' acceptance of the Virtuoso-PA terms and conditions contained herein.

2.2 Should the clients' original requirements change, Virtuoso-PA reserves the right to amend the original quotation; following client consultation.

2.3 Initial enquiries are non-chargeable.

2.4 Quotations will include a reasonable allowance for miscellaneous expenses such as stationery, telephone, fax, postage, CDs, travel and printing costs. Excessive costs will be charged separately; following agreement with the client.

2.5 Should work be suspended/delayed by the client, Virtuoso-PA shall be entitled to full immediate payment for work undertaken.

2.6 A copy of completed tasks will be held electronically by Virtuoso-PA for one month; unless different timescales are specifically requested by the client.

2.7 The original enquiry provides an estimate of the time it will take to complete the requested work. Virtuoso-PA will make every effort to complete the submitted work in that time. However, it may be necessary in some instances to renegotiate the time allocated. Virtuoso-PA will notify and discuss this with the client.

Payment Terms

3.1 There is a minimum charge of 1 hour and my hourly rate is £20; unless a negotiated rate has been agreed. After the first hour you will be charged in minute increments.

3.2 Virtuoso-PA reserves the right to request either 50% or full payment in advance; dependent on the type and extent of the work involved.

3.3 Invoices are due for payment within 7 days.

3.4 Payment should be by cheque made payable to "Virtuoso-PA", or by bank transfer. Should the bank return a cheque, the client is liable for the related charges.

3.5 Virtuoso-PA will review prices and services annually on the 2nd January and increases will be notified by email.

Retainer Package Terms

4.1 Virtuoso-PA offers discounted retainer packages where appropriate.

4.2 50% of the payment for retainer packages is due in advance (if requested by Virtuoso-PA)

4.3 Unused hours will be carried forward to the following month.

4.4 Clients' wishing to cancel a retainer package must do so with one month's notice.

Liability

5.1 Virtuoso-PA cannot be held responsible for any loss or damage to data or equipment relating to the task, during transit to/from, or within Virtuoso-PA' premises.

5.2 For insurance purposes, client visits to Virtuoso-PA premises cannot be accommodated.

5.3 Due to the current climate, all incoming emails/documents will be scanned. We reserve the right to leave un-open any unsolicited attachments or mail which cause concern from an unrecognised sender, have no subject heading or contain no message.

5.4 Final proofreading and checking of all work supplied is the responsibility of the client. Errors generated by Virtuoso-PA notified within 5 days of client receipt will be corrected free of charge. Amendments/alterations other than those previously stated, will be charged at the appropriate hourly rate.

5.5 Virtuoso-PA cannot be held responsible for the end use or content of any document produced or edited by them.

Bookkeeping Service

5.6 We are licensed to undertake bookkeeping within the premises by HMRC as an Accountancy Service Provider and operate within strict Anti-Money Laundering guidance. Therefore before we commence any business relationship with regards to financial services we are required to see a photo ID and proof of address. A copy of which will be retained at our office for 5 years.