



## TERMS & CONDITIONS

- Distinctive Assistants provide tailored Virtual PA services.
- We only work with UK-based clients.
- After a discussion with the client, a written brief and quotation will be supplied. Any work to be done outwith the quotation will be discussed and agreed upon with the client before any further work is completed and charged accordingly.
- A signed acceptance giving details of the assignment and agreed charges, together with a copy of our Terms and Conditions and Payment Terms, is required before the commencement of any work.
- As soon as Distinctive Assistants have received the signed agreement we can receive work by mail or email.
- For insurance reasons, no personal visits to Distinctive Assistant's premises are permitted. However, Distinctive Assistants staff are happy to meet clients at a mutually agreed meeting place.
- Initial 1-hour consultation meetings will be free of charge but ongoing work-related meetings will be charged at an hourly rate of £30 per hour (rounded up to the nearest 15 minutes) plus mileage @ 45p per mile and relevant travel costs incurred are to be covered by the client (such as train fare).
- Any training requirements needed by the client will be charged at £30 per hour plus travel costs.
- Fees are based on an hourly rate of £30, and/or a bundle rate of £280 and will be agreed upon for each individual job.
- Bundle hours are paid for upfront and expire within 4 weeks of the date of purchase. 10-hour bundles are priced at £280.
- We offer a 48hr turn-around time on work submitted unless otherwise agreed.
- If work is on an ad-hoc rate, then a minimum of one hour £30 per month will be charged for each job. All jobs will be rounded up to the nearest 15 minutes and time is tracked (rounded up to the nearest 15 minutes).
- Payments are accepted via bank transfer.
- For new clients, a deposit may be required prior to the commencement of work.
- Rates do not include telephone, fax, copying, scanning, travel, courier, printing, CDs, postage, stationery materials & travel, etc: these shall be itemised at cost on the invoice.
- A timesheet detailing work undertaken can be issued with an invoice on the 1st of every month. Adhoc hours payments are to be received within 7 days of the date of the invoice by bank transfer in £sterling.
- Distinctive Assistants reserves the right to charge interest on late payments due out with invoice timescale. Late payments will incur a surcharge per month. Distinctive Assistants will halt services if an invoice is not paid.
- We will retain a backup of all completed work for the period of 6 months when it will then be destroyed or deleted. This timescale is negotiable upon request.
- Final proofreading is the responsibility of the client, all errors returned within 48 hours will be completed free of charge. Distinctive Assistants will not accept responsibility for errors found after the documentation has been returned to the Client or recipient. Amendments to be made out with agreed time shall be charged at the normal hourly rate, this shall be agreed upon with the client prior to the commencement.
- Any information received by Distinctive Assistants electronically including disks, CDs, or memory sticks will be scanned for viruses. Emails that have unexpected or suspicious-looking attachments will not be opened. Therefore, it is important when sending information that it is clearly marked.
- All work needing to be carried out on evenings, Saturdays, Sundays, and during any Bank Holiday period will attract an extra charge. To be agreed in advance.

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- We encourage clients to use a secure method of postage for any documents to Distinctive Assistants E.g. Courier and Recorded Delivery.
  - All methods of postage to clients on behalf of Distinctive Assistants will be sent by a traceable form of postage.
  - Distinctive Assistants endeavors to avoid any system failure, we cannot be held responsible for any loss whatsoever due to computer, broadband, power, or telephone failure.
  - Distinctive Assistants are not responsible for the content of work supplied to us and we reserve the right to refuse anything considered as being illegal or immoral.
  - Distinctive Assistants take steps, and with guidance on the ICO website, to keep data secure and safe but we cannot be held responsible for hacks. Please also read our Privacy Notice on our website.
  - Work will be completed promptly and to the agreed deadlines.
  - Distinctive Assistants reserves the right to cease working with a client and will give a notice period of 2 weeks for termination.
  - All assignments and client contact details are treated in the strictest confidence and are only retained for as long as necessary.
  - A confidentiality agreement can be signed upon request.
- 5These Terms & Conditions are subject to change by Distinctive Assistants.