

# Terms and Conditions

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Last updated: April 07, 2025

### 1. Payment Terms

All invoices must be paid within 7 days of the invoice date, unless otherwise agreed in writing. Payment details will be included on the invoice.

### 2. Pricing

Prices are as set out on the invoice. Unless otherwise stated, all prices are exclusive of VAT.

### 3. Billing Structure

Services may be billed either:

- Hourly, based on agreed rates and actual time worked; or
- Project-based, at a fixed rate agreed in advance.

Any additional work outside of the original project scope may be billed separately with prior agreement.

### 4. Late Payments

Late payments may be subject to interest and/or admin fees as allowed under the Late Payment of Commercial Debts (Interest) Act 1998. Work may be paused until outstanding invoices are settled.

### 5. Cancellations & Rescheduling

Please provide at least 24 hours' notice for any cancellations or rescheduling of booked time. Short-notice cancellations may be charged at up to 50% of the agreed fee, at the discretion of the provider.

### 6. Scope of Work

All work will be carried out according to what has been agreed in writing. Any significant changes or additions may require a revised quote or additional invoice.

### 7. Confidentiality

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All information shared will be kept strictly confidential. No data, documents, or materials will be shared with third parties without prior written consent, unless legally required.

### **8. Data Protection**

As a certified GDPR-compliant business, all data is handled securely and in accordance with UK GDPR regulations. Client data will never be used for any purpose other than the delivery of agreed services.

### **9. Ownership of Work**

All completed work becomes the property of the client once full payment has been received. Until then, intellectual property rights remain with the provider.

### **10. Limitation of Liability**

While every effort is made to deliver accurate and high-quality support, liability is limited to the total amount invoiced for the specific service. No responsibility is accepted for any indirect or consequential losses.