

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.