



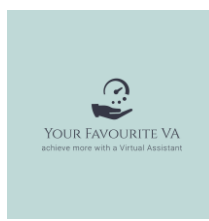
YOUR FAVOURITE VA TERMS & CONDITIONS

CONFIDENTIALITY & RIGHTS

1. Your Favourite VA shall keep any work undertaken confidential and not use it for personal gain or promotion without written consent of the Client.
2. The business affairs of the Client shall not be discussed or disclosed to any third parties.
3. The Client will be the legal owner and will hold intellectual copyright of all work undertaken by Your Favourite VA.
4. All images supplied by the client remain their responsibility, with regards to obtaining rights for use. All images supplied by Your Favourite VA will be sourced with permission.

PAYMENTS & BILLING

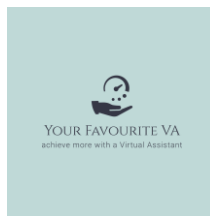
5. My hourly rate is £35.
6. Our initial consultation by Zoom or telephone is complimentary.
7. Final proofreading and checking of all work supplied is the responsibility of the Client.
8. The Client understands Your Favourite VA's estimated time and cost for completing the work is an informal calculation 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.
9. Any errors must be reported within 2 (two) days of receipt of completed work. Errors generated by Your Favourite VA will be rectified free of charge, but amendments or alterations requested by the Client thereafter will be charged at the standard hourly rate.
10. 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, Your Favourite VA may renegotiate the fee and/or the deadline.
11. Similarly, if, during the term of Your Favourite VA's work, additional tasks are requested by the Client, Your Favourite VA may renegotiate the fee and/or the deadline.
12. Should ongoing project work be suspended or delayed through any fault of the Client, Your Favourite VA shall be entitled to immediate payment for work already carried out and expenses incurred.
13. Unused monthly retained hours may not be carried over to subsequent periods by the client, without prior written agreement from both parties.
14. Clients will be invoiced either after an individual assignment is completed or on an ongoing monthly basis.



15. At Your Favourite VA's discretion, first time Clients may initially be invoiced 50% of the monthly rate in advance of work commencing, then all subsequent invoices will be at the end of every calendar month.
16. Invoices are to be settled within 7 (seven) days upon delivery, unless otherwise agreed. The final invoice shall include billable time, reimbursable expenses and any other fees related to the Work.
17. Unpaid bills will incur interest, [as per government guidelines](#). It is at Your Favourite VA's discretion whether work continues after a bill remains unpaid beyond Your Favourite VA's 7-day payment period.
18. Billable time includes meetings and calls outside of contracted hours and includes the writing and/or reading of correspondence sent by mail or email.
19. A time report will be provided with the invoice unless the client requests otherwise.
20. All postage, printing and other stationery expenses bought on behalf of the client's business will be added to the invoice for reimbursement.
21. Payment to be made by bank transfer.
22. Once an invoice becomes overdue, no further work will be undertaken until payment is received.
23. Under the terms of the Data Protection Act 1998 / GDPR, the Client and Your Favourite VA may keep on record such information (eg. contact details) as is necessary. Either may view the other's records to ensure that they are relevant, correct and up to date.
24. Either the Client or Your Favourite VA has the right to terminate a contract for services if there is a serious breach of its terms.

I PROMISE

25. To conduct your business affairs in a professional manner and avoid behaviour that could bring your business and reputation into disrepute.
26. To conduct my business affairs based on sound, ethical principles and will communicate fairly and honestly with your clients, associates, employees, and suppliers.
27. To make an honest representation of my skills, experience, and qualifications at all times.
28. To respect the confidentiality of your personal and business practices and recognise your ownership of any intellectual copyright pertaining to your business activities.
29. To strive to maintain my high professional standards by staying abreast of advances within my industry and to strive for excellence through professional improvement.



30. 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.

AN EXTRA BIT ON GDPR

31. While I take every step known to me and in accordance with guidance on the ICO website to keep data safe and secure, I will never be fully immune to hacks, no one is.

NOTICE PERIOD

32. Either party may end a General Admin Agreement by giving one month's notice in writing. Notice shall be given by email to joannebutcher@yourfavouriteva.com and the most recent used client email.

33. The notice period with social media management is three months initially. Once the initial three months have passed, one month's written notice is required. Please accept as received by me on my response.

MY WORKING HOURS

34. I work Monday to Friday from 09.00 – 17.00. Any communication outside of these hours will normally be dealt with on the next working day unless agreed in advance.

COMMUNICATION

35. I prefer to receive all communication and instructions via email.

TURNAROUND

36. My retained Clients get priority. If you know you'll be needing a set number of hours every month, a specific task completed every 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 £35 an hour, anything from an hour a month.

Above all, I *really* look forward to working with you.

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 at joannebutcher@yourfavouriteVA.com

Joanne, last updated 1 September 2025

I agree to the above Terms and Conditions