



Terms of Business

CONFIDENTIALITY & RIGHTS

- St Flour Virtual Services (of 50 Minchin Road, Romsey, SO51 0BL) shall keep any Work undertaken confidential and not use it for personal gain or promotion without written consent of the Client.
- The business affairs of the Client shall not be discussed or disclosed to any third parties.
- The Client will be the legal owner and will hold intellectual copyright of all work undertaken by St Flour Virtual Services.

GENERAL

- The initial Client consultation is provided free of charge up to forty-five (45) minutes. Consultations will be conducted by phone or video conferencing.
- Tasks must be agreed upon in advance. Requests outside the agreed scope may incur additional fees.

PAYMENT TERMS

- Services are billed at £30 per hour OR on a retainer basis.
- Work classified as 'Sales' will be billed at £40 per hour. 'Sales' services are excluded from retainer options.
- Retained Client hours are payable in advance and are invoiced on the 1st of each calendar month with payment due 7 days from date of invoice.
- Ad-hoc Client hours will be invoiced once Work is complete with payment due 7 days from date of invoice.

OVERDUE INVOICES

- Payments not received by the due date may result in work cessation. St Flour Virtual Services reserves the right to refuse completion or delivery of work until past due balances are paid.
- Invoices which are not paid on time will incur '[statutory interest](#)'. The client will be liable for any administrative costs involved in recovering any overdue monies owed.

TIME

- St Flour Virtual Service's usual business hours are Monday to Friday 9am-3pm (excluding Bank Holidays). Additional support outside of these hours can be made available upon request.
- Time is billed in 15-minute increments. All clients will receive a timesheet when invoiced.
- All telephone or video conferencing meetings outside of the initial consultation must be booked in advance and will be invoiced in 15-minute increments.
- Billable time refers to all work executed in regards to the agreed services.
- Billable time also includes travel time and time spent at meetings outside of contracted hours.

REIMBURSABLE EXPENSES

- St Flour Virtual Services may at times incur expenses which will be reimbursed by the Client. For example; - mileage, stationery and premium-rate telephone calls.

QUALITY

- St Flour Virtual Services takes care to produce work of exceptional quality, however, it is the ultimate responsibility of the client to quality check any work produced and to notify us of any mistakes upon receipt.

USE OF ARTIFICIAL INTELLIGENCE TOOLS

- St Flour Virtual Services may utilise AI tools, including ChatGPT and Microsoft CoPilot to enhance our services. These tools may be used for creating images, conducting research, and streamlining business administration tasks. St Flour Virtual Services will never input your personal data or company-sensitive information into any AI platform. Your privacy and data security are of paramount importance to us.

DATA PROTECTION

- St Flour Virtual Services is registered with the ICO and is fully GDPR compliant. A copy of our Privacy Policy is available upon request or via our website at www.stflourvs.com.

PROFESSIONAL INSURANCE

- St Flour Virtual Services holds Professional Indemnity Insurance with [PolicyBee](#). A copy of our Insurance certificate is available upon request.

CANCELLATION POLICY

- St Flour Virtual Services or the Client may cancel or reschedule services with a minimum of 48 hours written notice. Cancellations made with less than 48 hours notice may incur a 50% cancellation fee. For ongoing retainer work, a minimum of 14 days written notice is required to

terminate the agreement. Any work completed up to the date of cancellation will be invoiced accordingly.

COMPLAINTS

- In the unlikely event that you wish to make a complaint; it should be made in writing to michelle@stflourvs.com in the first instance.

FURTHER INFORMATION

Further information can be found by viewing our **PRIVACY POLICY**, **COOKIE POLICY** AND **WEBSITE TERMS OF USE** available at www.stflourvs.com.