



Terms of Business

Version	Date	Author	Rationale
V0.1	Jan 20	Emma Morris Find My Unicorn	First Draft
V0.2	Jan 20	Emma Morris Find My Unicorn	Final Review
V0.3	Dec 20	Emma Morris Find My Unicorn	Update of Terms
V0.4	Feb 21	Emma Morris Unicorn VA Services	Change of business name and logo



Confidentiality & Rights

Unicorn VA Services 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 Unicorn VA Services

All images supplied by the Client remain their responsibility, with regards to obtaining rights for use. All images supplied by Unicorn VA Services will be sourced with permission

Payments & Billing

Initial 15-minute discovery call by telephone or Skype is complimentary

Final proofreading and checking of all work supplied is the responsibility of the Client

The Client understands Unicorn VA Services 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

Any errors must be reported within two (2) days of receipt of completed work. Errors generated by Unicorn VA Services will be rectified free of charge, but amendments or alterations requested by the client will be charged at the standard hourly rate

If, however, on receipt of the item to be worked on at an early stage, it becomes apparent that significantly more work is required than had been anticipated in the preliminary discussion/brief, Unicorn VA Services may negotiate the fee and/or deadline

Similarly, if during the term of work, additional tasks are requested by the Client, Unicorn VA Services may renegotiate the fee and/or the deadline

Should ongoing project work be suspended or delayed through any fault of the Client, Unicorn VA Services shall be entitled to immediate payment for work already carried out and expenses incurred



An agreement, in writing or by email, of a set number of hours a week or month may not be carried over the subsequent periods by the Client, without prior agreement from both parties

If the project is based on an hourly rate, then a minimum invoice amount is for one (1) hour and the hourly rate is then billed in increments of fifteen (15) minutes, with time rounded up to the nearest quarter of an hour

Clients will be invoiced either after an individual assignment is completed or an ongoing monthly basis

First time clients will be invoiced in advance of work commencing then all subsequent invoices will be at the end of every calendar month

Invoices are to be settled within seven (7) days upon the delivery of invoice unless otherwise agreed. The final invoice shall include billable time, reimbursable expenses, and any other fees related to the work

Unpaid bills will incur interest, as per government guidelines. It is at the discretion of Unicorn VA Services whether work continues after a bill remains unpaid beyond our seven (7) day payment period

Billable time includes meeting and calls outside of contracted hours, and includes the writing and/or reading of correspondence sent by mail or email

A time report will be provided with the invoice unless the client requests otherwise

All postage, printing and other stationery expenses bought on behalf of the Client's business will be added to the invoice for reimbursement

Payment to be made by bank transfer

Under the terms of the Data Protection Act 1998 / GDPR, the Client and Unicorn VA Services may keep on record such information (e.g., contact details) as is necessary. Either may view the other's records to ensure they are relevant, correct and up to date

Either the Client or Unicorn VA Services has the right to terminate a contract for services if there is a serious breach of terms

Unicorn VA Services Promises



To conduct your business affairs in a professional manner and avoid behaviour that could bring your business and reputation into disrepute

To conduct your business affairs based on sound, ethical principles and will communicate fairly and honestly with your clients, associates, employees, and suppliers

To make an honest representation of my skills, experience, and qualifications always

To respect the confidentiality of your personal business practices and recognise your ownership of any intellectual copyright pertaining to your business activities

To strive to maintain my high professional standards by staying abreast of advances within our industry and strive for excellence through professional improvement

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 (please refer to the Data Protection Policy for full information)

An extra bit on GDPR

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

Notice Period

The notice period from either party, unless a serious breach of contract has occurred, is ten (10) working days

My Working Hours

Family and relaxation time is from 1700-0830 Monday to Friday; any communication outside of these hours will normally be dealt with on the next working day unless agreed in advance

Holidays and Absences

All UK Bank Holidays are non-working days unless with prior arrangement (additional rate will apply)



30 days' notice will be given to all clients informing them of planned time off

Unfortunately, there will occasionally be unforeseen circumstances that require time off. Clients affected will be notified at the soonest possible time with an expected return date and regular updates given

Communication

Unicorn VA Services prefers to receive all communication and instructions via email. As the nature of this business is virtual, meetings in person are not necessary unless agreed in advance and considered on an individual basis

Turnaround

My retained clients get priority. If you know you will be needing a set number of hours every month, a specified task completed every month, or there is a possibility any of your tasks will need my attention within two (2) working days then a retainer package is your best option. You can retain my time from as little as one hour per month. If you require a turnaround of 24 hours or less, then a surcharge of £35 will be applicable

Above all, I am really looking forward to working with you!

My terms and conditions may be updated at any time to suit the demands of the business. If you have any questions, please do not hesitate to [contact me](#)

