MIA'S ASSISTING LLC

Virtual Assistant Services Policy

**Business Hours:**

Virtual Assistant must work Monday – Friday, 8 a.m. – 4 p.m., Central Standard Time. Any communication or correspondence after 4 p.m. or received outside business hours will be answered the next business day. Virtual Services will not be available on all major federal and national holidays, vacation days, or personal illnesses. Email communication will be sent to the Client when the Virtual Assistant cannot work during regular business hours due to personal illness, vacation time, or holidays.

Sick days will be considered unscheduled or unannounced and will be deducted from due fees if absences hinder the completion of a project or duties. If there are incomplete tasks on the due date due to absences, services will be finished without additional charges. If deducted fees are issued, the Client can save a prorated rate for a rainy day, meaning the cost can be put toward the following services.

Vacation requires a 45-day written notice with biweekly reminders—the Virtual Assistant will tackle or task all that we can before the vacation starts.

**Communication:**

Virtual Assistant primary source of communication is Email.

Virtual Assistant's primary channels for communication will be via phone, Email, and video conferencing by Zoom, Teams, or WhatsApp. Within 24 to 72 hours, the Virtual Assistant will schedule an initial meeting with the Client. This Contract requires 20-minute weekly check-in calls per the Client's schedule. Email and text messages are an alternate option if the Client does not want a weekly call. Specifications on the day and time of check-in will be made and scheduled during the initial meeting. Clients must inform the Virtual Assistant 24 to 72 hours in advance if they want to reschedule or change meeting times and dates.

Work Email: miasassistingllc@gmail.com

Personal Email: miatheassistant@outlook.com

Business Email: mmallen@miatheassistant.com

**Services:**

Mia's Assisting LLC offers a comprehensive list of services virtually and physically. Depending on the services or assistance, a feedback time will generate a response within 24 to 72 hours. Our services include but are not limited to customer, administrative, research, travel, and marketing.

Social Media Management

Outbound Calling

Calendar Management

Customer Services

Digital Marketing

Content Creation

Proofreading

Custom Prints

Data Entry

Scheduling

Email Management

Travel Support

Inbound Calling

Marketing

Research

Content Writing

Project Management

Presentation Assistance

VIRTUAL ASSISTANT DUTIES, RESPONSIBILITIES, AND DELIVERABLES.

The Client is hiring the Virtual Assistant as an independent contractor to assist the Client with aspects of the Client's business and will start on the agreed date. The Virtual Assistant agrees to produce the following Proposal deliverables (the "Service") at the Client's request for fees agreed upon in advance and delivery of the Service by an agreed-upon deadline.

The Service is limited to the following duties, responsibilities, and deliverables:

* Answer and direct phone calls; organize correspondence and answer emails.
* Will be courteous and efficient in handling incoming communications regarding requests, concerns, and complaints.
* Prepare and organize databases and reports.
* Manage filing systems, update records, and organize documentation.
* Prepare and create PowerPoint presentations and materials as needed—research materials and presentation sources.
* Handle confidential Client information with professionalism and discretion.
* Take notes or transcribe meetings.
* Schedule business-related meetings on the Client's business calendar; schedule meeting spaces and conference rooms.
* Arrange payments for vendors, travel, and sales expenses.
* Create purchase orders and track and manage payments.
* Professionally represent the company at all times; Present excellent customer-service skills to Client's prospects, customers, and vendors.
* Perform other related duties and responsibilities as required.

SOCIAL MEDIA ACCOUNT MAINTENANCE.

* The Virtual Assistant will manage the Client's social media accounts, replies, and engagement on the following platforms: Instagram, Facebook, Twitter, TikTok, and Pinterest.
* The Virtual Assistant (VA) will utilize the following tools to schedule and auto-share all content and posts:
* Hashtag Research
* Perform other related duties and responsibilities as required.

**Packages & Fees:**

Each package offers specific services with hours per month. Mia's Assisting LLC provides social media management and administration services. Each package has at least one task, serving up to five as a maximum for administrative services.



**Compensation & Payment:**

The Client agrees to pay the Virtual Assistant as agreed upon previously. Mia's Assisting LLC shall be paid weekly, bi-weekly, or monthly as agreed. Invoices will be sent weekly or by project at the discretion of the Virtual Assistant. Virtual Assistant services take payments via the website, payment link, Cash App, Venmo, or PayPal. Virtual Assistant will send a payment link to the Client via Email.

* Weekly
	+ Monday
	+ Friday
* Bi-Weekly
	+ Every other Monday
	+ Every other Friday
	+ 1st and 15th
	+ 15th and 30th or 31st
* Monthly
	+ 1st
	+ 15th
	+ 30th or 31st
	+ First Monday of the Month
	+ First Friday of the month

**Deposit**

The Virtual Assistant requires a deposit of 20% before any account set-up, duties, responsibilities, research, and social media content creation and maintenance can begin. The deposit also includes any request for content copywriting, social media content proofs, PowerPoint presentation proofs, or any other services. The Contract will remain in Proposal status, subject to the terms of the Proposal, until the deposit amount is received.

The Virtual Assistant agrees to receive a request from the Client to pay the total Contract amount in full, as shown above, and provided in the Proposal, without penalty, fees, and interest. In so doing, the Virtual Assistant agrees to offer the Client a one-time discounted rate of 10% with the understanding that the Client pays within five business days after both parties have signed the Contract.

The Virtual Assistant agrees to receive any early payments from the Client without penalty, fees, and interest and appropriate the funds received first to the current installment payment and any remainder to the Client's remaining Contract balance.

If the Client fails to pay the Virtual Assistant for services and hours worked or is late, the Virtual Assistant reserves the right to charge a 15% late fee on the next billing and payment cycle.

**Liability & Indemnity:**

Virtual Assistant and Client release and agree to indemnify and hold the other harmless from any liability concerning any claims, fees, attorney fees, costs, and judgments Virtual Assistant arising out of result from acts of omission or breach of representation warranty or obligation under this Agreement.

Except as outlined in this Contract, in no event shall either party be liable for any special, indirect, incidental, or consequential damages nor loss of data, profits or revenue, or cost of capital, nor for any exemplary damages arising from any claim or action, incidental or collateral to, or directly or indirectly related to or in any way connected with, the subject matter of the Contract, whether such damages are based on Contract, tort, statute, implied duties or obligations, or other legal theory, even if advised of the possibility of such damages.

Notwithstanding the preceding, any purported limitation or waiver of liability shall not apply to the Virtual Assistant's obligation under the indemnification of confidential information sections of this Contract of either party's liability to the other for personal injury, death, or physical damage to property claims.

**Confidentiality & Privacy:**

Virtual Assistant acknowledges that Virtual Assistant may receive or have access to confidential or proprietary information related to the Client's business. Such information may include but is not limited to business products, vendor lists, creative works, marketing strategies, plans, or technological resources. Virtual Assistant agrees to protect the confidentiality of the Client's proprietary information and all physical forms thereof, whether disclosed to Virtual Assistant before this Agreement is signed or afterward.

**Cancellation & Extension:**

This Contract may be canceled at any time by either party effective immediately upon written notice, or the mutual Contract of the parties, or if the following occurs:

* (a) either party becomes insolvent, files a petition in bankruptcy, makes an assignment for the benefit of its creditors;
* (b) either party breaches any of its duties, responsibilities, deliverables, or obligations under this Contract, which breach is not remedied within 15 days from receipt of written notice of such breach; or
* (c) failure of the Client's financial responsibilities or obligations under the Contract's Payment Schedule, which needs to be remedied within 15 days from receipt of written notice of non-current account status.

In the event of cancellation, the Virtual Assistant shall be compensated for the Services performed through the date of cancellation in the amount of

* any advance payment,
* (b) a prorated portion of the fees due, or
* (c) hourly fees for work performed by the Virtual Assistant as of the date of termination, whichever is greater; and Client shall pay all Expenses, fees, out of pockets together with any Additional Costs incurred through and up to the date of cancellation.

Upon cancellation, the Virtual Assistant must return and (or) deliver all Client-owned intellectual property, software, materials, tangible software, hardware (completed or not completed), Service and (or) membership account information, and passwords to the Client.

Virtual Assistant must permanently erase any confidential data, material, or Client information from Virtual Assistant's computer systems.

Both parties may extend the terms of this Contract in writing utilizing a Contract Renewal Addendum form as provided by the Virtual Assistant, allowing the terms of this Contract, with signature approval from both parties, to transfer to a future Contract. Any changes, additions, deletions, and adjustments to the Payment Schedule, Responsibilities, Duties, and Deliverables of the renewal Contract during the extension process between the Virtual Assistant and the Client must be stated in the Contract Renewal Addendum for signature approval by both parties.

**Independent Contractor & Partnership:**

The Client is hiring a Virtual Assistant as an independent contractor. Nothing in the Contract shall create an employer or employee relationship or a principal and agent relationship between the Client and the Virtual Assistant. This Contract does not create a partnership or joint venture, and neither party is authorized to act as agent or bind the other party except as expressly stated in this Contract. All rights, if any, granted to Client are contractual and are wholly defined by the express written Contract of the parties and the various terms and conditions of this Contract.

The Virtual Assistant will:

* (a) be responsible for determining how and when the work will be performed,
* (b) provide their training,
* (c) not enter Contracts on behalf of the Client,
* (d) not be entitled to benefits, including but not limited to insurance, retirement benefits, tax withholding, and vacation days.

**Entire Contract:**

This Contract and all attached or incorporated documents contain the entire Contract between both parties and supersedes all prior understanding, commitments, and Contracts, oral or written. This Contract may not be modified, changed, or otherwise altered in any respect except by a written Contract signed by both parties.

**Acceptance of Terms:**

Client promises to pay for the services rendered by Virtual Assistant for the Service as agreed upon. By signing below, the Client agrees they have read and understood this Agreement's terms.

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| --- |
|  |
| Signature Date: |

VIRTUAL ASSISTANT SERVICES, FEES, POLICY AND PROCEDURES ARE SUBJECT TO CHANGE WITH OR WITHOUT NOTICE.