

1. General

- 1.1. A signed client agreement must be completed before commencement of work as agreed by both parties.
- 1.2. The Agreement may be terminated with 30 days written notice by either party.
- 1.3. Client details held by Outhouse will remain confidential and never knowingly made available to third parties without express permission from the Client.
- 1.4. Outhouse agrees not to disclose, divulge, reveal, report or use, for any purpose, any confidential information with respect to the business of the Client, which has been obtained, except as may be necessary or desirable to further the business interests of the Client. This condition will continue to be effective after termination of any agreement.
- 1.5. The Client may request a confidentiality agreement if required.
- 1.6. Outhouse reserves the right to refuse work if deemed to be illegal or immoral, objectionable or break copyright law.

2. Projects

- 2.1. Every effort to ensure accuracy of work undertaken will be made by Outhouse, however, responsibility for final inspection of the completed work lies with the Client. Errors should be notified within 7 days from receipt. Errors or omissions made by Outhouse will be corrected free of charge. All other corrections or additions will be charged as outlined in clause 3 below.
- 2.2. Differences that appear to be varying more than 20% from quoted estimates are discussed with the Client at the earliest opportunity prior to completion of work.
- 2.3. Outhouse is not responsible for the end use of any document produced or edited. Clients are solely responsible for its appropriate use, including abiding by any copyright laws, plagiarism laws and publishing requirements. Outhouse will assume no responsibility for any plagiarised material supplied by a client and reserve the right to return the work should Outhouse become aware of such inappropriate use.
- 2.4. Data will be backed up daily and every effort made to ensure a reliable service however Outhouse cannot be held responsible for lost information or loss of service.
- 2.5. All files will be presented in the latest Microsoft Office format unless otherwise requested by the Client
- 2.6. Completed work will be returned to the Client by email
- 2.7. All client work will remain on file for a period of 6 months after which time it will be deleted/destroyed unless specifically instructed otherwise by the Client.

3. Pricing & Payment

- 3.1. New clients are entitled to a free one hour no obligation consultation to discuss project requirements. Any further discussion regarding the project requirements will be charged at the standard hourly rate.
- 3.2. Work undertaken will be billed to the nearest minute.
- 3.3. Pay as you go credit will be paid for via direct debit at an amount agreed between the Client and Outhouse. No work will be undertaken until credit is allocated to the Clients account.
- 3.4. An automatic top up notification will be issued when the credit balance reaches 10%. Payment will be taken 4 days later by direct debit via GoCardless. The client may request to cancel an automatic top up by putting their request in writing within 3 days of receiving the notification
- 3.5. For retainer packages payment will be taken by direct debit in advance at the beginning of each month; no work will be undertaken until this is paid.
- 3.6. Retainer package hours must be used within a one-month period. A maximum of 10% of the monthly package may be rolled over under agreement. Hours used in addition to those contracted will be charged at the standard hourly rate.
- 3.7. Outhouse may request a 30% deposit from new Clients prior to commencement of work.
- 3.8. All prices quoted are estimations based upon the initial consultation and not fixed quotations. Final invoices will be issued according to the actual project hours undertaken.
- 3.9. Fixed price quotations for specific projects will be made upon request on the basis of information supplied by the Client.
- 3.10. All estimations and quotations will be valid for 30 days.
- 3.11. Outhouse reserves the right to submit a revised estimate should the Client's original requirements alter both before commencement of the work or during the assignment.
- 3.12. Additional expenses incurred on behalf of the Client will be charged at cost and invoiced accordingly.
- 3.13. Outhouse reserves the right to increase prices with prior written notice to all existing Clients. A yearly review of charges will be undertaken on 1st April.
- 3.14. For project work, an invoice will be submitted to Clients within 7 days of completion of the work
- 3.15. Payment terms are strictly 7 days from the date of the invoice.
- 3.16. Failure to pay within 7 days will result in interest being charged on outstanding balances in line with Late Payment of Commercial Debts (Interest) Act 1998 and Late Payment of Commercial Debts Regulations 2002 until the payment is received.
- 3.17. Payments should be made in UK Pound Sterling by BACS transfer or by Paypal, details of which will be made available on acceptance of work.

4. Behaviour and Communication

- 4.1. Outhouse will at all times behave in a professional and respectable manner towards the Client, their customers and agents.
- 4.2. The client will treat Outhouse, its employees and agents in a similarly professional manner, with respect and courtesy, including respect for personal space and working hours. Intimidation and verbal aggression will not be tolerated and will result in the client agreement and provision of services being terminated immediately.
- 4.3. Working hours are Monday to Friday 9am to 5pm. Communication with the Client and provision of admin services will not occur outside of these times except in exceptional circumstances and with prior agreement by Outhouse.
- 4.4. Work tasks may be communicated via email or telephone and will be acknowledged via the same method. Outhouse will endeavour to use the client's preferred method of communication, provided this doesn't impact on efficiency or service delivery.
- 4.5. For regular clients, a compulsory weekly catch up call will be required between the client and their named assistant allowing both parties to discuss any queries or concerns for the week ahead and ensuring that Outhouse can deliver the best service possible.
- 4.6. The Client is expected to respond to questions or information requests from Outhouse in a timely manner in order for work to be carried out efficiently and agrees to keep good time for any meetings or scheduled calls. In return, Outhouse will respect the Client's time and will not make any unnecessary demands on their time.
- 4.7. Where the client would like Outhouse to behave or communicate with their clients in particular way, this should be communicated clearly, preferably in writing and training should be provided where necessary. If specific wording or responses are to be used, this should be provided by the client in a template format