

MelSa

Productivity Assistance

Business Terms & Conditions

This document outlines the Terms of Business applicable to MelSa PA Services Limited.

** Please note that this document should be read in conjunction with your Consulting Services Agreement. The Agreement is to be signed and returned before work commences.*

Terms & Conditions:

- All rates are quoted exclusive of VAT.
- MelSa PA Services Limited provides services on a paid-for-time basis and, therefore, reserves the right to decline any work with an onerous or unethical scope, or any additional work which may place a strain on business resources.
- Without exception, the minimum service duration is four (4) hours. The maximum number of days which may be retained by any one client for services is three (3) days per week or twelve (12) days per month.
- All tasks completed within your agreed service duration will be tracked electronically, with a copy of the report provided alongside your invoices. **NB: travel time is chargeable** and will be included within your service duration.
- For new retainer clients, 50% of the cost of the first monthly invoice is due on commencement of your services, with the remaining 50% charged two weeks later. Thereafter, the whole monthly retainer fee will be invoiced in advance. Payment is then due within 7 days of receipt.
- For hourly rate clients, the cost of the first half-day will be due prior to the commencement of your services. The following hourly rate invoices will then be issued in arrears on a fortnightly (2 week) basis. As aforementioned, payment is due within 7 days of receipt.

- Any business expenses incurred during the course of the work, e.g. international call charges, travel outside of London travel zones 1-2 or private hire travel, professional printing, stationery, postage, and any other relevant expenses will be itemised and charged in addition to your agreed service fee.
- Where international travel is required, the most flexible travel option will be booked. Flights which have a duration of over 4 hours will require an upgrade to the business class (or equivalent) cabin.
- Unless otherwise agreed (or in the event of an emergency), any calls, texts and emails sent for **new tasks** outside of MeISa PA Services' core business hours of 9am-6pm GMT/BST Monday to Saturday will receive a response once core business hours resume. Any work specifically required outside of these times may be subject to an uplift fee.
- Any changes to your original scope of work, e.g. increased completion time or complexity, etc. will require further consultation as soon as is practicably possible as it may be necessary to amend your fee in order to reflect any changes.
- During the course of business, either party may terminate the Consulting Services Agreement by providing 14 days' written notice to the other party. The Agreement may also be terminated at any time by mutual agreement. For hourly rate clients, the cost of services rendered until the point of termination will be due within 7 days of termination. No refund will be due for the unused portion of any retainer fee.
- MeISa PA Services Limited reserves the right to review these Terms of Business from time to time. Any changes in these terms will be communicated to clients in writing at least 28 days in advance of the proposed change.
- All fees will be reviewed on 1st January of each year.

020 7112 5417

hello@melsa-pa.co.uk

MeISa-PA.co.uk