

Hour Hands Ltd. Terms and Conditions of Business

1. GENERAL

- 1.1 Hour Hands Ltd. registered offices are Bradshaw Johnson Chartered Accountants, Croft Chambers, 11 Bancroft, Hitchin, Herts SG5 1JQ. The company number is 9391637.
- 1.2 As a Client of Hour Hands Ltd. you agree to these terms and conditions when you instruct Hour Hands to complete a project or service.

2 SERVICE TERMS

- 2.1 A written quotation will be provided before commencing any work, whether this is a single project or task or provision of an on-going PA service. This will include fees and an estimate of realistic timescale for completion. This must be agreed before any work starts.
- 2.2 If Hour Hands Ltd. is unable to deal with any request, we will inform you as soon as is reasonably practical.
- 2.3 If a Client's details or requirements change from the time of engagement then these should be put in writing.
- 2.4 If a Client requests Hour Hands Ltd. to use their credit/debit card in order to pay a supplier for products or services, the client agrees that Hour Hands Ltd. shall have no liability in respect of the use of the clients credit/debit card provided that Hour Hands Ltd. acts in accordance with the instructions issued by the Client.
- 2.5 Details the client provides to Hour Hands Ltd. for the purpose of booking, ordering or purchasing products or services are correct, the credit/debit card is the Clients own and there are sufficient funds to cover the cost of the product or the service.
- 2.6 In the event that the Client requires Hour Hands Ltd. to carry out or arrange for services to be performed at a particular location the client must give reasonable access to the location for the service concerned to be completed.
- 2.7 Hour Hands will make every effort to complete a service or task. However they will not be liable if a service or task cannot be completed for reasons beyond their control (e.g. strike, transport difficulties, act of god, war, riot, malicious damage, accidental breakdown of equipment, flood, fire, storm or other unforeseen circumstance).

3 SERVICES BY THIRD PARTIES

- 3.1 Completion of some services may involve services by a supplier or a third party. Every effort will be made to ensure that suppliers are reputable and trustworthy.
- 3.2 Suppliers' charges for the relevant services will be payable by the Client directly, unless agreed otherwise.
- 3.3 Suppliers are responsible for providing the Client with the services or products concerned. Hour Hands Ltd. will not be responsible for the actions of suppliers.
- 3.4 Clients are responsible for agreeing any suppliers' terms and conditions.

4 SPECIFIC SERVICE ISSUES

- 4.1 A number of specific issues are referenced below. This is not an exhaustive list, but highlights some important points.

4.2 Provision of information

- 4.2.1 Having carried out research for the Client, Hour Hands Ltd. provides the information in good faith. It is always the Client's decision as to whether to act on this or not. Hour Hands Ltd. cannot therefore accept any responsibility for the consequences of such decisions.

4.3 Production of documents

- 4.3.1 Hour Hands Ltd. will always aim to provide a quality service and ensure any document is accurate and error free. Final proof reading is the responsibility of the Client. Anything that requires correction must be notified to Hour Hands Ltd. within 5 working days of the Client's receipt of completed work and will be rectified free of charge.

4.4 Handling of possessions

- 4.4.1 When handling Client's possessions Hour Hands Ltd. will always take great care. Nevertheless, accidents may occur. We shall not be liable for losses or damage, however they are caused.

4.5 Removal/ sale of items

- 4.5.1 Hour Hands Ltd. are happy to make suggestions about the disposal of unnecessary or unwanted items and in doing this to sort through items. We can arrange for removal and disposal to potential agents or buyers, but will not be able to guarantee a rate.

4.6 Travel arrangements

4.6.1 Hour Hands Ltd. produce travel itineraries as part of their services. However, they are not an authorised travel agent or tour operator and only acts as an agent on behalf of a client. Hour Hands Ltd. will research and book services, but the client will be subject to the terms and conditions of the travel company concerned.

4.6.2 If Hour Hands Ltd. are unable to confirm a Client's preferred Itinerary, the Client will still be liable for the time Hour Hands has taken to complete the research.

4.7 Other services

4.7.2 Hour Hands Ltd. shall not be liable if any document obtained by them on behalf of a Client is subsequently found not to be genuine (e.g. concert ticket). However, Hour Hands Ltd. will take reasonable steps to make sure that such documents are genuine.

5 BUSINESS HOURS

5.1 Hour Hands Ltd. normal business hours are from 09.00 to 17.00 Monday to Friday excluding all UK Bank Holidays. Where Hour Hands Ltd. is requested to provide services outside these hours and Hour Hands Ltd. is able to meet this request, then Hour Hands Ltd. will charge for its services at a higher hourly rate. This rate will be agreed in advance with the Client.

6 CHARGES

6.1 The minimum period for each instruction is 1 hour. Services will then be charged on a 15 minute basis. Tasks can be added together to make an hour's work. The hourly rate for concierge and standard PA services is £25 per hour. For more complex tasks the hourly rate starts at £35.

6.2 Quotes can also be provided for blocks of work, for longer periods of time.

6.3 On-site visits/ meetings, following the initial meeting, which are required to complete the service will be billed as meeting time.

6.4 Travel time to or from your premises will be included in the hourly rate. Mileage to your premises is included in the hourly rate within a 5 mile radius of Kimpton or Tewin. Additional mileage will be charged at a rate of 45p per mile. Hour Hands reserves the right to charge you for reasonable travel time.

6.5 Reasonable expenses will be added to quotes to cover additional items such as, car parking charges, postage etc as appropriate. Receipts will be provided along with your invoice.

6.6 Hour Hands Ltd. reserves the right to charge for any changes made by the client to the scope of the original agreement. This will only be done after consultation with the Client.

7 INVOICES & PAYMENT TERMS

- 7.1 On completion of the service Hour Hands Ltd. will provide the Client with an invoice. The invoice will include a list of services with any additional charges incurred.
- 7.2 For on-going services Hour Hands Ltd. will provide an invoice on a monthly basis. The invoice will include a list of services with any additional charges incurred.
- 7.3 Invoices must be paid by the client within 14 working days of the date of issue, unless there is an agreement made prior to the end of the 14 working days.
- 7.4 In the event of a late payment i.e. payment is not received within 14 working days, a penalty of 5% of the total invoiced will be payable to Hour Hands Ltd.
- 7.5 After the 5% penalty in the first month of late payment, overdue invoices will be subject to a monthly service charge of 2.5%.

8 PAYMENT METHODS

- 8.1 Payment may be made by bank transfer or cheque. Cheques will need to be paid to Hour Hands Ltd
- 8.2 In the event of any cheque being refused by the bank, the client will be responsible for all bank charges resulting from returned cheque.

9 WEBSITE & EMAILS

- 9.1 Hour Hands Ltd. takes reasonable precautions to ensure that their website, emails and documents are free from viruses, but this cannot be guaranteed.
- 9.2 Where there are links to third party websites Hour Hands Ltd. cannot accept any responsibility for the information contained in these sites. Neither can guarantee that it is virus free.

10 CONFIDENTIALITY

- 10.1 Confidentiality and discretion are guaranteed at all times.
- 10.2 We are happy to sign company confidentiality agreements, if so required.

11 COMPLAINTS POLICY

- 11.1 Hour Hands Ltd. endeavours at all times to provide a high quality service. However, we ask that Clients advise us if they have any concerns and we will respond to the complaint as soon as possible, but within 14 working days of receipt.
- 11.2 Hour Hands ask that in the event of the Client making a complaint about the service provided by any third party the Client shall copy the complaint to Hour Hands, so the performance of the third party and take reasonable steps to ensure the quality of service provided by suppliers.

12 INSURANCE

- 12.1 We have professional indemnity and public liability.

13 TERMINATION OF CONTRACT

- 13.1 Either the Client or Hour Hands Ltd. are entitled to terminate a contract on 4 weeks written notice to the other.