



**GEMMA ANGHARAD**

VISION. RESULTS. REWARD

## **TERMS AND CONDITIONS 2022/23**

**Includes frequently asked questions**

All retainers are 6 months minimum unless otherwise discussed at point of purchase.

All additional mileage to customers, sites and branches will be invoiced at the end of every month.

Dates and times to be scheduled post contract agreement.

### **What If I don't see results in our agreed timeframe?**

When we map out your project we will agree time frames and expected outcomes. There will also be a contingency plan and there will be efforts made to mitigate risk at all times. If we have not delivered the results we mapped out in the given time frame and this has been due to a flaw in the planning or strategy, Gemma Angharad will continue to work for you until a desirable result has been achieved. If budgets or staffing errors have impacted the success of the project, a review meeting will be held to discuss.

### **What if my needs change?**

Your needs WILL probably change over the time period we work together and therefore Gemma Angharad is agile enough to adapt to these and support you along the way. Any additional costs incurred will be completely transparent at all times.

### **Will your pricing change?**

The pricing set in your contract for the agreed time period is binding until you come to renewal.

### **What if I need some ad-hoc work?**

These ad hoc tools are available to you and if not included in your monthly retainer as standard can be added on to your remit at any time.

### **What if I need to terminate our agreement?**

Termination of agreement requires 2 months written notice. The one month will start from the date the email or letter is received and confirmation is given.

In the event that you cannot pay your bill due to illness you will still be required to pay but a pause can be put on the contract for up to 3 months. Payment must still be made by 90 days from the day you make Gemma Angharad aware in writing, of your condition.

## How do I extend our agreement?

1 month before the end of your retainer/contract end we will meet to discuss your future requirements ahead of our handover. Extension of services can be discussed here.

If you are in a 6 or 12 month fixed contract, you will still need to give 2 months written notice or confirm that you wish for you contract NOT to auto renew on a rolling contract, as of the final date you have signed for.

If you have continued with your contract and not given notice or have agreed a retainer but not signed a contract you are on a rolling contract – 2 months notice applies.

## With remote support, how will I be updated?

If you have signed a remote support only contract face to face meetings will not be required but you have free access to discovery video and phone calls diaries permitting.

If you are having a full strategy created, you will updated throughout the process via email. No drafts will be supplied but you are free to ask questions or supply new information at any time. If you wish to have a face to face meeting, this can also be requested throughout the process but is not necessary for strategy development.

If you are receiving general marketing support, you are free to request further updates outside of those already supplied within the scope of the project. You will always know which stage of the journey your project is at throughout the process via email or phone.

## Can I tag other services on to my retainer?

Absolutely, anything from the toolbox is available to you at all times (current workload dependent).

## How will I be invoiced?

You will receive your invoices in your preferred manner via email or post. The invoices will be monthly or in full payment at the start of our contract.

## What do I do if I am not happy with the end result?

I will have done everything in my power to understand your needs and clarify expectations. Once your strategy has been delivered there will be no refunds offered as the hours of consultancy have been used. However, if you are not moving to the implementation phase I will offer 4 hours of consultancy to make any changes to the strategy you wish.

