

**Terms and Conditions**

**Hill and Co. Virtual Solutions Ltd**  
Company Number: 15983472  
CEO: Lauren Hill  
Effective Date: 06/11/2024

**1. Introduction**

Welcome to Hill and Co. Virtual Solutions Ltd. By engaging with our services, you agree to the following terms and conditions. These terms form a legally binding agreement between Hill and Co. Virtual Solutions Ltd ("we", "us", "our") and the client ("you", "your").

**2. Scope of Services**

Hill and Co. Virtual Solutions Ltd provides virtual assistant services, which may include, but are not limited to, administrative support, social media management, customer service, calendar management, and project coordination. Specific service offerings are outlined in individual contracts.  
Additional services may be available upon request and will be provided at the discretion of Hill and Co. Virtual Solutions Ltd.

**3. Engagement of Services**

1. **Project Scope**: The scope of each project or task will be agreed upon prior to commencement. Any additional services requested beyond the initial scope may incur additional charges.
2. **Terms of Service**: All services will be delivered as per the service agreement or contract signed with the client.
3. **Communication**: Communication will primarily be conducted via email or other agreed-upon virtual methods. Regular updates will be provided based on the nature of the project.

**4. Payment Terms**

1. **Fees**: Fees for services will be detailed in a separate contract, and clients will be invoiced accordingly.
2. **Payment Schedule**: Invoices are due upon receipt. Late payments may incur an additional charge of 5%.
3. **Payment Method**: Payments can be made via bank transfer.
4. **Refund Policy**: Fees are non-refundable once services have commenced, unless otherwise specified in the service agreement. If services are cancelled prior to commencement, a partial refund may be issued at the discretion of Hill and Co. Virtual Solutions Ltd.

**5. Confidentiality**

1. **Client Information**: Hill and Co. Virtual Solutions Ltd will maintain the confidentiality of all client information and documents accessed during the course of our work.
2. **Non-Disclosure**: Both parties agree not to disclose any confidential information of the other to third parties without prior consent, except where required by law.

**6. Intellectual Property**

1. **Ownership**: All work created by Hill and Co. Virtual Solutions Ltd during the engagement period will be owned by the client upon full payment of services, unless otherwise agreed upon in writing.
2. **Third-Party Content**: We may use third-party tools, software, and content to complete your project. These items may be subject to their own licences and terms, and we will not be liable for their performance or availability.

**7. Liability and Indemnification**

1. **Limitations of Liability**: Hill and Co. Virtual Solutions Ltd is not liable for any indirect, consequential, or special damages arising from the services provided, including but not limited to loss of data, profits, or revenue.
2. **Client Indemnification**: The client agrees to indemnify and hold Hill and Co. Virtual Solutions Ltd harmless from any claims, damages, or expenses arising from any actions, omissions, or breaches of these terms by the client.

**8. Termination of Services**

1. **Termination by Either Party**: Either party may terminate the service agreement with 14 days written notice. Fees may apply for services rendered up to the date of termination.
2. **Breach of Terms**: If a client fails to comply with these terms, Hill and Co. Virtual Solutions Ltd reserves the right to terminate services immediately.
3. **Effects of Termination**: Upon termination, all outstanding fees become due immediately.

**9. Amendments**

Hill and Co. Virtual Solutions Ltd reserves the right to amend these terms and conditions at any time. Clients will be notified of significant changes, and continued use of our services following an update signifies acceptance of the new terms.

**10. Governing Law**

These terms and conditions are governed by the laws of England and Wales. Any disputes arising from these terms will be subject to the exclusive jurisdiction of the courts of England and Wales.

**11. Contact Information**

If you have any questions or concerns regarding these terms, please contact us at:

Hill and Co. Virtual Solutions Ltd  
Email: lauren@hillandcovirtualsolutions.co.uk  
Phone: 07507846020  
Address: Station Road, Accrington BB5 6LS