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FREELANCE WEB SOLUTIONS

FREELANCE WEB SOLUTIONS SERVICE GUIDE & BUSINESS TERMS 2023

ABOUT ME

I'm Vic, a Freelance Web Designer based in Shoreditch, East London.

I take great pride in offering personalised and professional web design, hosting, and content update services to start-ups and small businesses. My aim is to provide you with a cost-effective solution while maintaining a high level of quality and service.

With over a decade of experience in web design, I have worked with a diverse range of clients, including sole traders, creatives, talent agencies, and SMEs.

Throughout my diverse career, I have had the privilege of working in various industries, which has given me invaluable experience and insight into the unique needs and challenges faced by small businesses. Drawing upon my skillset, I am dedicated to providing personalised web solutions that fit with your requirements.

As a freelancer, my work schedule can be quite dynamic due to the nature of managing multiple projects simultaneously.
To ensure efficient completion of tasks, I often find myself working outside of traditional office hours. **Typically, I am available between 11am and 6pm, Monday to Friday.**
I kindly request that clients reach out to me during these hours for the most timely and responsive communication.
While I make every effort to be available during these times, there may be occasional instances when I am temporarily unavailable. Rest assured, if this happens, I'll respond as promptly as possible, typically by the end of the following working day.

To maximise efficiency, I prefer conducting online meetings whenever feasible. This allows me to make the most of my time while providing a convenient platform for collaboration. If you would like to schedule a phone session or a Zoom meeting, you can access my online diary to book a time slot. For in-person meetings, please note that they will require more advanced notice.

One of my core values is honesty in service delivery.

Rather than resorting to hard-selling tactics, I believe in offering genuine advice and recommending solutions that best suit your needs. I won't suggest unnecessary work or push for expensive options when a simpler and more cost-effective solution is available.

I believe in fostering a friendly and collaborative working relationship, where open communication and mutual understanding are paramount.

If you have a specific budget in mind, I will work diligently to adhere to it whenever feasible and since I don't outsource any work, you can rest assured that I'll be personally working on your project.

My hourly rate starts at £35, and you can find a comprehensive list of additional services along with their corresponding charges later in this guide.

SERVICES

MOBILE AND MULTI DEVICE COMPATIBLE WEB DESIGN

Did you know that over 60% of businesses online lack a mobile-friendly website, despite the fact that over 80% of people use mobile devices instead of desktop computers? This can lead to a poor user experience and negatively impact your business's online visibility.

To address this issue, it's important to have a website that is designed to be mobile-friendly. Not only will this improve the experience for your visitors, but it will also increase your chances of ranking higher in Google search results, especially as they have started adopting a mobile-first search index.

Depending on your specific needs, an all-in-one responsive design may be the best option to ensure your site works across various screen sizes. Alternatively, custom layouts can be created for specific breakpoints related to device sizes to provide a more tailored experience.

Whatever the situation I can help to analyse which method is appropriate for your needs of your visitors and advise accordingly.

WEBSITE CONTENT MANAGEMENT / WORDPRESS

Updating your website's content can be time-consuming and complex, especially if you lack technical expertise. That's why you may want to consider having your website built on a content management system (CMS) to simplify the process of updating text and images.

There are many CMS platforms available, but WordPress is one of the most popular due to its extensive plugins, which can extend its functionality beyond that of a simple blog platform. Whether you need a simple information-based site or a fully featured e-commerce site, WordPress offers a flexible solution that can meet your needs.

All WordPress sites feature custom-built themes that are coded and extended as necessary to provide the desired function of your site. I can help you choose the right theme and customise it to ensure that your site looks and functions exactly how you want it to.

In addition, I can set up a custom backend system based on the WordPress core to make updating your site even easier. And if you need help learning how to use WordPress or any of its features, I can offer training or provide useful videos so you can learn at your own pace.

If you only need basic content management and a full WordPress site is not necessary, I also offer a simple and user-friendly CMS options that can meet your needs.

E-COMMERCE SITES / ONLINE SALES

When it comes to creating an online shop or selling goods and services online, there are several options available to clients. For those with a WordPress-based website, WooCommerce is an excellent choice to add sales functionality to your site. With extensive add-ons available to extend its capabilities, WooCommerce is a well-documented and popular platform that's perfect for selling both goods and services or providing a catalog function.

For digital sales and downloads, I recommend Payhip as a cart solution because it handles digital VAT calculations. You can also sell physical products, subscriptions, and coaching services on the platform. Payhip can be integrated into an existing site, either WordPress or HTML, or you can build your site on the Payhip platform using their site builder. Although there are some limitations to functionality, I have extensive experience with the platform, and it is an excellent option for a small shop or digital sales platform.

WEB HOSTING AND DOMAIN NAME REGISTRATION

Hosting services are available to clients at a cost of £14 per month or £135 per annum.

Web hosting is facilitated through Heart Internet and is set up and administered by me. Please note that these charges cover administration of the hosting only and **do not** include extended support.

In the event of any service disruptions, I will promptly contact Heart Internet to identify and address the cause. I will closely monitor the situation until it is resolved, providing you with regular updates. However, please be aware that I am not responsible for any loss of service as I do not have the ability to directly fix technical issues.

In the rare event of a hardware problem, Heart Internet's dedicated support team will be actively working to restore service as quickly as possible.

If you do not have a domain name, I can assist you in registering one on your behalf. The cost will vary depending on the desired domain name, as different domain suffixes have varying prices. Feel free to request a list of available domains and their corresponding costs.

For clients who already own a domain name but require hosting, there are two options available. The domain name can either be pointed to the hosting package so that the website can be accessed through that domain, or alternatively, the domain can be transferred to Heart Internet under your hosting account.

Ownership of the domain will remain with the original registered owner throughout the hosting period.

CONTENT UPDATES TO EXISTING WEBSITES

Is your website in need of a refresh?
Outdated content and copyright notices from years ago can detract from your site's credibility and user experience.

Many of my clients have faced similar challenges with outdated websites either due to staff moving on or expired support contracts with the original web designer.
If this sounds familiar and you don't have the know-how to update your website yourself, I can assist.
Whether your site is built on a CMS or not, as long as you have access to the backend or FTP/server login information, I can make the necessary updates for you.

In addition to content updates I can also work with you to improve the look and feel of your website, update its framework, or even bring it up to modern standards and best practices. Together, we'll determine the best approach based on your unique needs and budget.

My aim is to help you enhance your website's functionality and user experience, so your visitors can easily find what they need and feel confident in your brand. Don't let a lack of technical knowledge or support hold you back from keeping your website up-to-date.

SEO (SEARCH ENGINE OPTIMISATION)

If you need advice on making your website SEO-friendly, I can help you ensure your content meets the guidelines of major search engines. However, it's important to note that the SEO industry is always changing, and no one can guarantee first place listings or even front page placement despite what some companies claim.

Many techniques that were once used by SEO companies are now considered bad practice and can result in Google penalising or even blacklisting your site. Additionally, Google places a strong emphasis on local results and takes into account a user's previous searches, so search results can vary from person to person.

However, if your site follows the rules and best practice guidelines set out by Google, you have a better chance of achieving good rankings. I can help with that, or if you need full SEO services beyond what I offer, I can recommend a suitable company.

A note about Search Terms

It's important to keep in mind that search engines use algorithms to provide users with results relevant to their search terms.
Many people want their websites to appear in search results for keywords that are not directly related to their business, such as "London" just because their business is located there, or "Party" simply because they sell balloons. However, search engines cannot read minds and these terms may have various meanings.

It's important to note that it's practically impossible to be shown in search results for a term that doesn't exist anywhere on your site, therefore when creating your site content, think about what keywords or phrases you would use if you were searching for something your business provides and make sure these are naturally present in your content. By doing so, you can optimise your site to rank higher in relevant searches.

ONLINE MARKETING & PAY PER CLICK ADVERTISING / PPC

PPC advertising can be an effective way to market to your target audience, with various platforms available that only charge you when someone clicks on your ad. Although I am trained in online marketing best practices for Google Advertising (AdWords/AdWords Express) and Facebook PPC advertising, I am currently not offering ongoing account management services for these platforms.

However, I can provide advice on suitable marketing methods and platforms that meet your advertising and marketing needs. I can also set up your site to track conversions, which can be useful for measuring the effectiveness of your campaigns. While I cannot take on the time-consuming task of ongoing account management, I can recommend trusted service providers if you're interested in pursuing this option.

WEB TOOLS AND ANALYTICS

Analytics is a crucial aspect of any website as it provides valuable insights into how users interact with your site. By implementing Google's web tools and analytics, you gain access to a wide range of data that can help you make informed decisions about how to improve your website.

For instance, you can track where your visitors are coming from, how long they stay on your site, which pages they visit, and how they navigate through your site. This information can be used to identify patterns and trends that can help you optimise your site's content, structure, and user experience.

Analytics also allows you to measure the effectiveness of your marketing campaigns by tracking conversions and other key performance indicators (KPIs). By analysing this data, you can make data-driven decisions about which marketing channels and campaigns are delivering the best ROI.

Furthermore, having analytics set up is crucial for search engine optimisation (SEO) as it provides Google with valuable information about your site's structure, content, and performance. This, in turn, can help Google index your site more accurately and rank it higher in search results.

Overall, having analytics set up on your website is essential for gaining a deeper understanding of your audience and how they interact with your site. This data can help you make informed decisions about how to improve your website, increase conversions, and drive more traffic to your site.

If you don't have these set up already I can register your site with Google's web tools and analytics on your behalf, and install the relevant code on your website.

I can provide monthly analytic reports from the data captured if you wish.

SETUP OF EU COOKIE LAW CONSENT

Over the past couple of years, you may have noticed an increase in the number of banners and pop-ups asking for your consent to store cookies on your computer while browsing the internet. This is due to an update in the EU Cookie Law, which requires website owners to obtain user consent before placing any non-essential cookies on their device.

If your site uses cookies in any way, be it for analytical purposes or for third party advertising, you MUST have a cookie consent solutions to comply with the EU Cookie Law that states

> *"a person shall not store or gain access to information stored, in the terminal equipment of a subscriber or user unless the requirements of paragraph (2) are met.*
>
> *(2) The requirements are that the subscriber or user of that terminal equipment-*
>
> *(a) is provided with clear and comprehensive information about the purposes of the storage of, or access to, that information; and*
>
> *(b) has given his or her consent."*
>
> Regulation 6 of the Privacy and Electronic Communications Regulations 2003 (PECR)

Although the EU Cookie Law has been in effect for a few years now, many websites are still not compliant with its requirements. However, there are several straightforward options available that can cover most instances of cookies, including those used for analytics purposes.

If your website uses cookies and you have not yet implemented an option for users to give consent, I can help you analyse your site and provide advice on the simplest solution to achieve compliance. It's important to note that failure to comply with the Cookie Law can result in legal consequences, so it's better to take action sooner rather than later.

PRIVACY POLICY AUDIT

In addition to obtaining cookie consent, it is important for website owners to be aware that having a Privacy Policy is a legal requirement. This policy outlines how data is collected, stored, and used by your website. Whether your policy is a simple statement stating that you do not collect any data via your website, or a comprehensive disclosure of all data collection and handling practices, it must be available for visitors to view.

While I can advise you on the possible depth of the policy you need and help you set it up, it is ultimately your responsibility to ensure that you are fully compliant with the regulations.

Every business is unique and operates differently, so it is advisable to consult a legal representative to ensure that your policy covers all necessary aspects and provides complete legal coverage. By taking these steps, you can protect your website and your visitors' privacy, and demonstrate your commitment to ethical and lawful business practices.

For further information on the solutions I use and recommend to clients to comply with their obligations please see my **Understanding and Meeting Legal Requirements for Your Website** guide.

WEB DESIGN QUOTES

Collecting information about the functionality and features you require is crucial for providing an accurate quote for your project.

The cost of a website can vary significantly based on these factors. By understanding your specific needs, I can ensure that the quote I provide aligns with the level of functionality and features you desire and will ensure I can provide you with the best possible solution tailored to your requirements.

Below is a list of common questions that will enable me to gather the necessary details to help me prepare a quote and estimate the timeframe for the work required.

While not all questions may be applicable to your specific situation, they generally cover most of the important aspects I need to know initially.

One of the questions on the list pertains to your project budget. Please note that this question is optional, as I understand that discussing this may not always be comfortable or feasible at the initial stage.
I am strongly against any practice that involves inflating a quote based on someones available budget, and by asking this question my intention is not to overcharge you.

My focus is to help you find the best possible solution while working within the financial resources available to you. By understanding your budget, I can explore various options to provide you with as much functionality and features as possible within that range.

In some cases, it may be necessary to prioritise certain features initially and expand further when the business is ready, or explore pre-existing services that align better with your specific situation.

Ultimately, I aim offer you a viable and effective option that meets your needs, while taking into account the initial and possible ongoing financial aspect.

If you'd like a quote for your project please take time to consider and answer them as fully as possible, where applicable.

PRELIMINARY QUESTIONS / NEEDS ASSESSMENT

- What is the overall purpose of the site? (ie, Information / Showcase)

- What is the target audience for the website?

- What are the main goals or outcomes you hope to achieve with the website?

- Are there any specific technical requirements for the website (e.g., compatibility with certain browsers, accessibility standards)?

- Do you have any existing branding (ie, logo / stationery) that the website should match, or favoured colour schemes?

- Will you require hosting or domain name registration?

- If not and you have your own hosting / domain do you have access to the control panel and FTP details?

- Timescale for completion of the project?

- Will you provide the content for site including images or will these need to be sourced and manually entered?

- Will the website need to be optimised for search engines (SEO)?

- Do you have any examples of sites you have seen with features you would like on your site?

- Will you require any additional functionality (e-commerce / social sharing / catalogue etc)?

- Will you require regular updates to be made to your site or would you require training so you can do this yourself?

- Will you require ongoing maintenance or support for the website after it is launched?

- What is your budget for the project?

SERVICE COSTS / PRICE GUIDE

Description	Unit Price
Hosting setup (one off fee)	£ 35
Hosting (annual)	£ 135
Hosting (monthly)	£ 14
Domain Management / DNS changes	£ 40
Google Workspace Configuration and Setup (+£10 per additional user setup)	£ 40
SEO review - Review of content / Page titles (Main pages - 6 max)	£ 350
SEO amendments (per hour)	£ 35
SEO performance monitoring via analytics & search tools (per hour)	£ 35
Web tools / Analytics setup (per service - one off fee)	£ 40
Monthly report of website analytics (per site, per month)	£ 40
Ad-hoc Content Updates / Site Support (per hour)	£ 35
Content / Data Entry (per hour) - from content provided by client	£ 35
Digital Training - How to use online services / update CMS website (per hour)	£ 55
General support (per hour)	£ 35
Site Testing (per hour)	£ 35
Web design and build - estimated price given by quotation on a project by project basis.	Price on request

PRIVACY AND COOKIE SOLUTION COSTS

Description	Unit Price
Setup of EU Cookie Law popup (using client supplied privacy policy - one-off fee)	£ 40
Basic Privacy Policy & Cookie Solution setup - administered via iubenda* (one-off fee)	£ 45
Pro Licence / Privacy and Cookie solution via iubenda* (licence fee per year)	£ 30
Cookie Preference Log via iubenda* (per month)	£ 13
Cookie Preference Log via iubenda* (annual)	£ 130

*A note on Privacy Policy and Cookie Solutions via iubenda

A privacy policy generated through iubenda is available for free, offering a convenient starting point for your website's compliance. However, it's important to consider the complexity of your site and the third-party services you utilise for data collection, as these factors may impact the effectiveness of the free version.

To ensure comprehensive coverage and alignment with the latest privacy laws, a yearly pro license is recommended. This unlocks advanced features and customisation options, providing a more robust solution for your privacy and cookie needs. Additionally, it is highly advisable to include the iubenda cookie and consent preference log, which enhances transparency and accountability in managing user consent.

While the pro license and cookie consent log do incur costs, they offer invaluable benefits in safeguarding your website and building trust with your visitors. The article linked **here** further explains the importance of these features and their role in compliance.

As a certified iubenda partner, I can assist you in obtaining the pro license with a 10% discount through a special sign-up link. You have the flexibility to handle the setup yourself and integrate the code into your website, or if you prefer, I can take care of the setup and administration under my account, ensuring a smooth and hassle-free experience. Additionally, I can help implement the cookie consent log on a monthly or annual basis, further strengthening your compliance efforts. By investing in the pro license and utilising the cookie consent log, you demonstrate your commitment to user privacy and data protection.

MAINTENANCE & SUPPORT PLANS

Your website serves as a versatile tool for your business, whether it's showcasing your products, delivering services, or disseminating valuable information to your visitors. As an investment in your growth, it's crucial to ensure that your website remains up-to-date, with relevant and fresh content.

The level of maintenance required depends on factors such as site complexity, the frequency of content changes, and other specific needs. Understanding this, I provide a range of site support options tailored to your requirements. Whether you need occasional backend or content updates through ad-hoc support or regular content management and site maintenance through ongoing support packages, I've got you covered.

My support packages offer flexibility to suit different needs. You can opt for rolling monthly support or choose fixed-term contracts of three or twelve months for a more cost-effective solution in the long run. For websites built on WordPress, you also have the option to update the content yourself, and I can provide training to help you confidently manage your site.

No matter which option you choose, I am here to assist you. I can serve as a helping hand, allowing you to focus on other important tasks and business growth, or guide you in taking charge of maintaining your site, freeing up your budget for other priorities.

Below, you'll find the packages I currently offer.
Subscribing to a service is as simple as clicking the respective link for your chosen support solution. If you're unsure which package suits your needs, don't hesitate to book a chat or reach out to me. I'm more than happy to discuss your requirements and provide advice on the most suitable solution that aligns with your site's needs and budget.

AD-HOC SUPPORT (COST PER SITE)

For updates as and when required

Content Updates - £35 per hour

Website Maintenance - £25 per session

ONGOING MONTHLY SUPPORT (COST PER SITE)

Monthly Website Maintenance
Rolling Contract @ £20 p/m

Includes: WP Core & Plugin Updates only.

Perfect for simple sites that have very few content changes made to them and only require system upgrades and maintenance.

Basic Monthly Content Updates
From £28 to £30 per month

Includes: Up to 1 hour over the month. Content Updates only. No Maintenance.

For simple sites that require small regular updates, such as addition of occasional seasonal notices, images or news but **no** site maintenance.

Options:
Rolling Contract @ £30 p/m
3 Month Contract @ £28 p/m
12 Month Contract @ £28 p/m

Regular Monthly Website Maintenance & Content Updates
From £45 to £48 per month

Includes: Up to 60 minutes content updates over the month, as well as WP Core & Plugin Updates.

For simple sites that require small semi regular updates, such as addition of occasional seasonal notices, images or news as well as site maintenance.

Options:
Rolling Contract @ £48 p/m
3 Month Contract @ £45 p/m
12 Month Contract @ £45 p/m

FREQUENT SUPPORT - ROLLING MONTHLY, QUARTERLY AND ANNUAL PLANS

For sites that require more regular updates, such as a frequent promotional changes, multiple news updates or blog posts, with or without site maintenance.

Monthly Frequent Content Updates
From £50 to £55 per month

Includes: Up to 2 hours over the month. Content Updates only.

For sites that require regular updates, such as addition of frequent promotional changes, images or news but **no** site maintenance.

Options:
Rolling Contract @ £55 p/m
3 Month Contract @ £50 p/m
12 Month Contract @ £50 p/m

Monthly Website Maintenance & Frequent Content Updates
From £65 to £68 per month

Includes: Up to 2 hours of content updates over the month as well as WP Core & Plugin Updates.

For sites that require more regular updates, such as a frequent promotional changes, multiple news updates or blog posts including ongoing site maintenance.

Options:
Rolling Contract @ £68 p/m
3 Month Contract @ £65 p/m
12 Month Contract @ £65 p/m

Personalised Wordpress Training
From £50 - £55 per hour

Learn how to update and maintain your Wordpress website, specific to your requirements. Basic 1 hour session and Advanced 2 hour sessions available.

Options:
1 hour @ £55
2 hours @ £100

HOURLY CHARGES

There is a minimum one hour charge of £35 for any type of ad-hoc site update outside of a monthly plan, however, the time spent on your site will accrue over a calendar month which means any time up to an hour you will be charged the full £35 but anytime over the hour is charged by the quarter hour.

If you are on a monthly plan and your updates repeatedly go over the time covered in your plan you may be charged by the quarter hour for any extra time spent on the work at the hourly rate of your plan or be advised to go to a higher tier.
Unused hours from one month do not roll over to the next.

PRIVACY & GDPR

As from the 25th May 2018 GDPR regulations are in place to provide a set of standardised data protection laws across EU member states.

This affects **every** business that collects **any** personal information through **any** medium, be it online or otherwise, and gives each and every one of us more control over what companies do with our data by way of consent and restricts the use of your data for marketing purposes amongst other things.

To get a full scope of the law if you are not familiar with it I suggest you read up on GDPR on the ICO website (ico.org.uk) especially if you have not heard of GDPR and you are processing personal information in some form.

As a result of these new laws many businesses have revised their internal processes to comply with GDPR and have updated privacy policies and contracts in order to make clients aware of their rights and how the data is used.

You may need to register as a Data Controller with the ICO and can be fined if you do not.

I am a registered Data Controller for my business and have updated my own processes and policies towards GDPR compliance.

My website Privacy Policy can be viewed **here**, and my Data Processing Policy is included in this document.

Due to the nature of some of the services I provide I will be requiring some clients to sign a Data Processing agreement in order to provide certain services to you.
In this instance, you, or someone in your organisation, will be the Data Controller of your company data and the personal information of clients that you hold / use.

The terms of business between myself and clients will remain unchanged as I do not collect, process or use any data beyond the scope of what it is provided for, nor do I sell any information provided to me or use it for marketing.

Any communications between clients and myself falls under the category of 'legitimate interest'. Any data that is processed by me is used solely to provide the service requested by each individual client and is retained long enough to provide the service and to fulfil my legal obligations.

DATA PROCESSING POLICY

Nature of work - Web Design & Web Services

This Data Processing Policy does not apply to the practices of third parties that I do not own or control, including any third party services required to fulfil my contract with the client. These service providers will have their own policies that should be referred to by the client. A list of third party services I may use in the course of a contract is at the end of this document.

Description of processing

The following is a broad description of the way I, as data controller, process personal information. To understand how your own personal information is processed you may need to refer to any personal communications you have received, check my privacy policy or contact me to ask about your personal circumstances.

Reasons/purposes for processing information

I process personal information to enable me to provide my contracted web design and web solution services, to maintain my own accounts and records and also to support and manage my clients.

Type/classes of information processed

I process information relevant to the above reasons/purposes. This may include:

- personal and family details
- lifestyle and social circumstances
- goods and services
- financial details
- employment and education details
- website content which mentions team members or employment history
- customer data provided by the client for website data entry
- data stored in a database provided by the client
- login information for relevant third party services, such as hosting companies, that are required to provide the contracted service.

I do not normally process sensitive classes of information as it is not usually necessary to provide a service. However, depending on the service required by a client and the data provided to me by the client I may process such information (if provided) as required.

These classes *may* include:

- racial or ethnic origin
- physical or mental health details
- religious or other beliefs
- trade union membership
- sexual life
- offences and alleged offences

Who the information is processed about

I personally process personal information about:

- customers and clients
- suppliers and third party services used to provide my services
- advisers, consultants
- complainants, enquirers

Who the information may be shared with

I sometimes may need to share the personal information I process with the individual themselves and also with other organisations. Where this is necessary I am required to comply with all aspects of the Data Protection Act (DPA). What follows is a description of the types of organisations I may need to share some of the personal information I process with for one or more reasons.

Where necessary or required I may be required to share information with:

- family, associates and representatives of the person whose personal data we are processing

- educators and examining bodies

- current, past and prospective employers

- suppliers

- financial organisations

- business associates, professional advisers and consultants

- employment and recruitment agencies

- service providers

I do not use any information provided to me for marketing purposes and will not share (outside the scope of this policy) or sell any data provided to me.

How to Contact Me

For purposes of EU data protection law, I, Vic Wilkshire, am the data controller of your personal information. If you have any questions or concerns, you may contact me at privacy@freelancewebsolutions.com.

Alternately, you may mail me at:

Vic Wilkshire, Suite 40393, PO Box 6945, Rathbone Square, London W1A 6US

Third Party Service Providers

In order to fulfil my contracted obligations I may need to use third party services. Possible third party services may include:

Heart Internet	Google	Mailchimp
Kashflow Accounting	Paypal	SendGrid
GoCardless	Facebook	Landbot
WooCommerce	Adobe	HappyPixel
Envato Marketplace	ClickUp	
Payhip	Mailjet	

PAYMENT TERMS

WEB DESIGN

To initiate the design work and setup process, **a non-refundable initial payment of 35% of the agreed quote amount is required upfront**. In addition, if applicable, hosting setup fees are also due at this stage along with associated costs for any iubenda services.

The remaining balance of 65%, along with any charges for additional work requested after the quote has been accepted, is due prior to the website going live.

Please note that under no circumstances will the website be made live until the balance is paid in full.

AD-HOC WEBSITE SUPPORT / CONTENT UPDATES

Adhoc support fees are invoiced either immediately as soon as provided or at the end of the month.

MONTHLY MAINTENANCE & CONTENT UPDATE SERVICES

For monthly maintenance and content update services, agreed contracts are billed in advance either through an invoice or via Direct Debit using GoCardless.

Invoices for these services are typically sent at the end of the preceding month or at the beginning of the month to which the services relate. If you have opted for Direct Debit via GoCardless, your billing term will commence from the date of sign-up.

We offer flexible payment options with monthly, three-month, and twelve-month contracts, with payments made on a monthly basis.

For ad-hoc content updates that fall outside of a contract, invoices will be generated either upon completion of the update or at the end of the month in which the services were provided. For example, if the updates were performed in January, the invoice would be issued in February.

HOSTING & DOMAIN SERVICES

All applicable domain registration/administration and hosting setup fees are required to be paid upfront as part of the initial payment outlined in the WEB DESIGN section.

For ongoing hosting services, there are two payment options available. The first option is to pay the reduced annual fee of £135 in full upfront. Alternatively, you can choose the convenience of monthly payments, with an amount of £14 due in advance each month. To ensure uninterrupted service, it is important to make monthly payments promptly. Standing orders are welcome, and Direct Debit is also available for your convenience.

PRIVACY & COOKIE SOLUTION SETUP / LICENCE FEES

All applicable costs associated with the registration and setup of iubenda services, administered on behalf of the client, are required to be paid in full and upfront. Alternatively, if these services are requested during the initial website build, the costs can be included as part of the initial payment outlined in the WEB DESIGN section.

For ongoing pro license or consent preference log services, fees can be settled either in full upfront or through monthly payments in advance, if available. Prompt payment of monthly instalments is important to ensure uninterrupted service. Standing orders are welcome, and Direct Debit options are also available for your convenience.

Payment for all invoices is required within 7 days of the issue date.
Failure to make payment within this timeframe will result in the suspension of work until the outstanding amount is settled.
Please note that continued non-payment may necessitate further actions to recover the outstanding balance.