

Virtual Assistant Services – Client Agreement

1. Services

I provide virtual assistant services, including administrative support, project management, email management, scheduling, content creation, research, and other tasks we agree on. Services are provided virtually unless otherwise agreed.

2. Payment & Packages

- Payment is due at the start of each month or as agreed.
- Packages and rates will be clearly communicated and agreed upon before starting.
- Hours included in your package can roll over to the next month if unused.
- There are no refunds if you choose to stop services mid-month or mid-package.

3. Hours & Availability

- Standard availability is Monday through Friday.
- I may choose to work on weekends, but I am not available for unassigned tasks or new projects unless scheduled in advance.
- Emergency work that must be done immediately or on a weekend will be billed at **time and a half**, unless we agree otherwise.
- Extra work outside your agreed hours will be billed separately.

4. Term & Termination

- Either party may end services with 7 days' notice.
- Unused hours will roll over to the next month, but no refunds are given for hours not used if services are ended.

5. Confidentiality

- Your information and materials are private and will not be shared with anyone.
- Reasonable measures will be taken to protect sensitive data.

6. Client Responsibilities

- You agree to provide the information and access needed to complete tasks.
- Timely feedback and approvals help me serve you efficiently.

7. Liability

- I work to provide high-quality support, but results are not guaranteed.
- I am not responsible for indirect or incidental losses related to the work performed.

8. Communication

- We will communicate primarily through email or agreed-upon platforms.
- Please let me know promptly of any changes to tasks, hours, or scope.

9. Changes to Terms

- These terms may be updated as needed.
- Continuing services after notification means you accept the updated terms.

10. Governing Law

- This agreement is governed by the laws of California