

Terms & Conditions



These Terms and Conditions explain the nature of Admin People Pty Ltd's business, the commitment to clients and the terms by which the client agrees to make use of Admin People Pty Ltd's services.

Acceptance

By agreeing to enter a business relationship with Admin People Pty Ltd and purchasing any of the services, the client will be deemed to have agreed to be bound by these Terms and Conditions.

Upon entering a business relationship with Admin People Pty Ltd, the client agrees to be open about their business needs and strategy so Admin People Pty Ltd can assist the client as efficiently as possible.

Responsibility

Admin People Pty Ltd is not responsible for any success or failure that the client or the client's business may experience as a result of any assistance provided.

The client agrees to enter a business relationship with Admin People Pty Ltd freely, at their own risk, and is responsible for any capital they may choose to spend implementing concepts discussed while working with Admin People Pty Ltd on business brainstorming or strategy planning. The client will implement any concepts with skill and common sense and not hold Admin People Pty Ltd liable or accountable in any way for any failure of the service to live up to their expectations.

The client is responsible for providing a time-frame for completion of any project or ad-hoc related tasks and should a request be deemed urgent or completed within 24 hours, the client is responsible for notifying Admin People Pty Ltd in writing, within a sufficient and reasonable time-frame for the work to be completed.

Admin People Pty Ltd will proof read all work and aim to provide an error-free product, however it is your responsibility to check for errors. Any errors found will be corrected free of charge, providing notification has been provided within 5 working days of receiving the completed work. Admin People Pty Ltd cannot be held liable for errors and/or mistakes that appear in the final product.

Admin People Pty Ltd will take all reasonable precautions to safeguard the property belonging to its clients. We cannot be responsible for any loss, damage, theft of data, projects, equipment or any items relating to assignments, during transit to, from or whilst at Admin People Pty Ltd. Clients should make copies of all data and information and insure all equipment and items for use away from their premises, prior to submitting to Admin People Pty Ltd.

Admin People Pty Ltd

Admin People Pty Ltd is a registered company.

ABN: 676 026 899 30

ACN: 602 689 930

Business Address: 210 Drummond St South, Ballarat 3350

Admin People Pty Ltd is a virtual assistance service for large and small businesses, government departments, health service providers, not-for-profit organisations, and individuals, and provides continuous and project-based virtual assistance packages.

Prices

Admin People Pty Ltd reserves the right to change service prices and will endeavour to provide notice to current clients of any changes. When applicable, prices will include Goods and Services Tax (GST) and current clients will be notified of this change.

Payment

The business relationship between Admin People Pty Ltd and the client will commence upon acceptance of these terms and conditions. Payment of the initial invoice secures the agreement and commitment with Admin People Pty Ltd. Until the initial invoice has been paid Admin People Pty Ltd reserves the right to cancel or postpone the agreed start date if circumstances have changed.

An invoice will be issued to the client. Payment terms are 7 days from the date of the invoice. Payment is to be made through direct bank deposit, cash or cheque. An itemised time sheet can also be provided, on request, when an invoice is issued.

Clients in a continuous business relationship with Admin People Pty Ltd are provided with a recurring monthly invoice to be paid and cleared at least 24 hours in advance of the 1st of the month.

Notice periods

Admin People Pty Ltd reserves the right to terminate an agreement with the client immediately should they deem the client to be in breach of these terms and conditions.

Should the client wish to terminate a continuous working relationship with Admin People Pty Ltd they will provide one month's notice.

Should the client wish to terminate a project-based relationship before the project has been completed, Admin People Pty Ltd reserves the right to deny a refund of any outstanding hours had they been required to turn down other work proposals due to meeting the needs of the current client.

Clients who agree to work with Admin People Pty Ltd in a continuous working relationship are committed to a minimum of 3 months. Admin People Pty Ltd reserves the right to end the business relationship within the 3 months if it is felt that the client has breached these terms and conditions.

Working Conditions

Admin People Pty Ltd's working hours are Monday to Friday, 9am to 6pm. Staff are available outside of these hours through negotiation with the Director. Should the client have any urgent requests or technical issues which require attention outside these hours, the client may contact Admin People Pty Ltd by telephone number 0409 139 399.

An urgent request is defined by a technical error or task that must be completed within 24 hours for valid, professional reasons.

Admin People Pty Ltd reserves the right to refuse any ad-hoc or urgent requests at any time for the following reasons:

- Staff are on annual leave or unwell
- It is felt that the request is unreasonable or a breach of these terms and conditions
- The task is beyond technical experience
- It is felt that the task is to be completed in an unreasonable time frame
- Access to a computer or the internet is limited.

Admin People Pty Ltd will always strive to deliver urgent work to the best of ability and within the timeframe requested, however, the client understands that due to the nature of virtual assistance work, it is not always possible for Admin People Pty Ltd to complete urgent work as requested.

Expectations

The client understands that he/she is hiring Admin People Pty Ltd as an external virtual assistance provider and that Admin People Pty Ltd is not an employee of the client.

The client understands that, unless otherwise agreed, Admin People Pty Ltd is an external virtual assistance provider and will therefore only complete tasks of this nature, unless otherwise negotiated.

Agreement of Contract

Once a contract has been agreed upon between Admin People Pty Ltd and the client, the following conditions take place:

- Minimum 1 hour is charged per job, and then invoiced at 15 minute increments thereafter.
- Hourly rate includes – standard postage (within Australia, but excludes bulk mail outs), local phone calls (excludes large volume of calls – this will be charged extra as a per call rate), scanning, local faxing, emailing and printing (general small quantity printing, but excludes bulk amounts). Any services outside these listed will be invoiced accordingly.
- Initial Consultation / Quote will not be charged for, but thereafter any on-site visits or work will be charged at the appropriate hourly rate.
- Any unforeseen extra costs will be discussed with the client prior to the work commencing.
- Should an error be made by Admin People Pty Ltd, it will be corrected at no additional cost to the client. Once the job has commenced, any job alterations requested by the client or errors made by the client will be charged at the agreed hourly rate for that job.
- Package prices must be for a minimum of 4 weeks of continuous work per week.

Confidentiality

This confidentiality clause includes:

- All information relating to the Client, including his/her identify and any information about his/her matters, business, transactions, affairs, products, systems, client and customer information and anything which is specified to be confidential
- All of the Clients email correspondence (personal or business related) and private website/social media engagement
- All of the Clients passwords and login details for email, websites and any other online systems
- All information about the Client or his/her associates, financial affairs, strategic or management plans, marketing, technical/development plans and any other information which is treated by the Client or his/her associates as confidential.

Admin People Pty Ltd agrees to treat the Clients information above as strictly confidential and this obligation applies both during this agreement and afterwards. Admin People Pty Ltd will not share the Clients information with any third party unless compelled to do so by law. The above does not apply to information that is freely available to the public.

Intellectual Property

Admin People Pty Ltd's name, logo and material are the intellectual property of Admin People Pty Ltd and are protected as such. This material may not be used (except for the intended purpose), copied, reproduced, published, stored on a retrieval system, altered or transmitted in any form without the prior written consent and approval of Admin People Pty Ltd.

Changes in Terms & Conditions

Admin People Pty Ltd reserves the right to revise these terms from time to time, for example, to apply legal requirements to reflect functional changes. The client will be notified of any changes and if the Client disagrees with the general terms the Client must discontinue use of Admin People Pty Ltd's service.

Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the Laws of the State of Victoria, Australia.