

# GETTING STARTED

---



I am thrilled that we are going to work together. Thank you for choosing me to manage your email or/and Social Media. I am very excited about the work we are going to create together.

I am committed to providing the very best service to you and you can count on me to provide an excellent service.

In this welcome pack, you will find:

- Terms and Conditions
- Contact Information

Any questions on the terms and conditions document do let me know. Unless I hear otherwise I will assume you are happy with the terms as they are detailed below.

Many thanks and I look forward to working with you.

Kevin Gutteridge

Dragon Marketing



# Terms & Conditions

## **How I work**

Here's what you can expect when you work with me.

## **Working Week**

I will respond to your emails within 24 hours during the working week. All effort will be made to respond to all emails over the weekend but if I am unavailable, I will make contact as soon as possible thereafter.

My set days for working are Monday - Friday. That said, I am not always in front of my computer during these hours. If you need to speak with me, I am happy to set-up a scheduled time. If it is your preference, we can set up a recurring check-in call during my standard business hours.

## **Rush Jobs**

I understand that no matter how much we plan, things pop up and must be dealt with immediately. I will always be honest as to whether I have the capacity to fully complete the task or discuss ways in which I can assist that time allows for.

## **Holidays**

My business observes all UK national and religious holidays. This means that if you have any deadlines during this time we will need to take into account these holidays. If I take a holiday at other points in the year I will give you advance warning should I feel it will affect the agreed work. If I feel I will not be able to fully engage on the platforms during any holiday then your invoice for the month would be reflected to show that. I normally take holidays during school holiday times.

## **Confidentiality**

Confidentiality is very important to me so you can be sure that all of your private information is protected. If you share your passwords with me you can be sure that the information is encrypted and stored off-line.

## **Reviews**

I also suggest a three monthly review to discuss progress, hours and pricing. Particularly after the first three month. Giving us the opportunity to review all elements of our working arrangements.

## **Payment**

Payment is due in advance of the work. Invoices will be issued towards the end of each month ready to commence the next month's work. Payment can be made by BACs and should be paid within 7 days of receipt.

I do use GoCardless & L&Z with some clients who prefer a more automated method of payment and I'm happy to provide you with more information should you wish. Please let me know which is your preferred method of payment.

## **Notice period**

Should you wish to end our arrangement then I require 1 month's notice. I will offer you 1 month's notice should I need to end the agreement also.

## **Any Problems?**

If you have any problems or are unhappy about any element of the work I carry out for you, please do not hesitate to speak or email me so we can resolve any issues. I hope you find my work to be of excellent quality, I do however welcome positive and negative feedback.

## **How To Contact Me:**

Business name: Dragon Marketing

Website: [dragonmarketing.wales](http://dragonmarketing.wales)

Phone: 07980541921

Email: [kevin@dragonmarketing.wales](mailto:kevin@dragonmarketing.wales)