

Limeface terms of business

What we do

Limeface has a team of graphic designers, events coordinators and training and development consultants. We work with organisations to help them find out where they need to be, how they should be represented with image and brand, and we also help put things in place by training, coaching, facilitating the development of your people to represent and develop your brand correctly.

Confidentiality

Information about client organisations will be treated as private and confidential. We will only use case study information (if it useful) about organisations from different sectors.

Information retrieved during one-to-one coaching/mentoring/consultancy sessions about an individual within a client organisation must remain private and confidential and can only be shared voluntarily by the individual taking part in the intervention.

Accounts

Prices quoted during proposals whether written or verbal are exclusive of VAT. On completion of work, we issue a full VAT invoice by email. If you require a hard copy posted to you, please request this, (stating the contact and address details) by emailing info@limeface.co.uk.

Payment Options

We accept payment by cheque, cash and BACS (or similar), payments. Our payment terms are strictly 28 days on all work, however, there may be direct front-end costs incurred that have to be paid before a project can progress. (We discuss this before submitting a proposal)

Cancellation Fees

When work has been agreed by a client but is cancelled, the following terms apply:

For Consultancy/Training/Coaching/Facilitation days;

25% of project/day rate will apply if cancelled 2 weeks before work commences

50% of project/day rate will apply if cancelled 1 week before work commences

100% of project/day rate will apply if cancelled 24 hours before work commences

Design Work (website)

If a project is cancelled within 5 days of a client's acceptance of a proposal, Limeface will claim for direct costs (e.g. registering domain name etc.) and 25% of overall project price.

If the project is cancelled after Limeface has carried out concept work and started building the web, 75% of the overall project price.

Design Work (general)

If a project is cancelled once concept work has been agreed and application of the concept has started, Limeface will claim 50% of the overall project price.

Events

If an event is cancelled within 4 weeks of its start date Limeface will charge for all direct costs, along with 25% of the project price.

If an event is cancelled within 2 weeks of its start date, Limeface will charge for all direct costs, along with 50% of the project price.

If an event is cancelled within 1 week of its start date, Limeface will charge 100% of the project price.