

Sparks4Growth.com

Marketing To Help Your Hotel Generate More Potential Revenue

Sparks4Growth Limited 7 Bell Yard, London WC2A 2JR
0203 1987385 Contact@Sparks4Growth.Com www.Sparks4Growth.Com



TERMS AND CONDITIONS
Sparks4Growth Ltd

2020 | V1.2

TERMS AND CONDITIONS

Getting Started

Scope Approval

Crucial to us ensuring we deliver your requirements is an approved Scope (also known as a Schedule of Works or Brief). It is essential that the scope has as much detail as possible included from day 1 to avoid ambiguity or misunderstanding on what our team will deliver for you. Whilst there are no guarantees this approach has ensured that both you as the Client and us as a Service Provider have the optimal place to start from and deliver to.

It also helps us to provide you with accurate quoting for services, which are bespoke, to help you with budgeting and ROI assessment.

We will draft the Scope, ask for your input and clarification / detailing, then request your approval sign off before we finalise the project or quotation. We will counter-sign the Scope agreement.

Payment

All our services require payment in advance prior to commencing, based on an invoice we will send to you confirming details. This invoice will align with the Scope that we would have agreed. This includes work that involves our time to set up a service, carry out research. This is factored into our pricing structures or made explicit, for example 'Marketing Consultancy' time.

All prices quoted are Ex.VAT, S4G are a VAT registered company and therefore required to add VAT to pricing for all UK customers and customers within the Legislative regions identified by HMRC.

Service contracts, for example web maintenance or social media management, are payable in advance, preferably by Direct Debit. For contracts of 12 months we are happy to discuss preferential rates.

For larger project deliverables we are happy to break the project into parts/phases for delivery to help manage your cash-flow. For example, a large web project may require a phased delivery approach over many months and the Scope/Phasing will identify the deliverables, timing plan and payments required.

All deposits and payments made are non-refundable, this of course does not affect your Statutory Rights.

We reserve the right to cease work if payment is not made or is late on receipt.

Terms

Our services are designed to optimise your potential marketing success. We take utmost care to align with your marketing objectives and will provide support throughout our contracted period.

Often new requirements emerge during the life of a relationship with our clients that exceed the initial Scope and as these become visible, we will discuss with you, to agree a revised scope and any additional costs that are required to deliver on them for you. Where applicable for ad-hoc work, we will raise an hourly charge and provided a summary of deliverables. We try to avoid this way of working but sometimes it is necessary for both of us.

For all our services we require 30 full days written notice for termination prior to the end of the contracted Term.

For example in a 6 month contract, we would require that you cancel in writing by the 1st day of month 5. Any cancellation of less than 30 full days will incur a 1-month term to be honoured, then the contract terminated.

Data Privacy and Commercial

We are always open and willing to sign a non-disclosure agreement to give you the reassurance about any information or IP that you share with us. This openness allows us all to work with ease and confidence. Please send us your NDA if you would like us to sign one.

Data and information are crucial, we have a large number of clients and a Legal requirement to handle your data sensitively. Please see our [Privacy Policy here](#).