

STANDARD TERMS OF BUSINESS

1. SERVICES

All services are provided by Lilac HR Ltd, a company registered in England & Wales under company registration number 11647920.

Lilac HR Ltd provides HR Consultancy services. The services provided under these terms of business relate to Consult Calls where you will get:

- a) A one-to-one call via Google Meet lasting 45 minutes.
- b) The call will cover any HR related query you have and can be used to support you in drafting documents such as policies, letters etc.

Should you have any specific goals or aims in mind which are not listed above then these will need to be agreed in advance.

It is important that you are aware that any success achieved in the session is dependent on the information you are able to provide prior to and during the Consult Call.

In addition, please be advised you will receive at least 24 hours' notice should the Consult Call need to be rearranged for any reason.

Whilst many clients experience more clarity around handling HR issues as a result of our services, we offer no guarantees. Each person and business is different, and results may vary.

All services provided are limited to a specific period which will be agreed in advance with a specific start and end date confirmed: the duration of the Consult Call. Any additional or follow up services will need to be agreed separately.

All services are performed by Lilac HR Ltd. No services are outsourced.

2. FEES AND PAYMENT TERMS

The fees for Consult Calls are charged in advance prior to booking. VAT is not charged and there are no additional expenses.

Quotes for work are unique to each client and represent the time to be incurred on each project. Quotes may be higher or lower for certain clients depending on whether there is already a pre-existing relationship which will impact the number of hours required in each circumstance.

Payment is due within 14 days of the date of any invoice. After the 14-day period any outstanding sums become an unpaid debt. Lilac HR Ltd reserve their right to seek statutory interest on any unpaid debts.

3. INTELLECTUAL PROPERTY RIGHTS

We confirm that as far as possible the content which is created for you will be unique. We confirm that all copyright in any image or text prepared in the course of carrying out any services on your behalf will transfer to you once posted on completion of the project.

4. COMMUNICATIONS

Communication with clients will be via email or telephone unless otherwise agreed in advance. Electronic communications are not totally secure, and we cannot be held responsible for damage or loss caused by viruses. Our usual business hours are 09:00 to 17:00 Monday to Friday. Outside of these times responses to any communications may not be read or responded to. Please be aware that as part of the content strategy for our business, social media posts may be uploaded to social channels outside of these hours.

5. DATA PROTECTION

We are committed to protecting your data. Our privacy policy is available at <https://www.lilachr.co.uk/faqs>

6. CONFIDENTIALITY AND RETENTION OF INFORMATION

Communications between us are confidential. We will take all reasonable steps not to disclose personal information about you and your business save for in circumstances as required by law or by me to perform the internal operations of my business, such as disclosure to an accountant.

Documents and information in relation to your matters will not be held longer than required by insurance provider obligations.

7. COMPLAINTS AND REFUNDS

We are committed to providing you with a high-quality service that is both efficient and effective. However, should there be any cause for complaint in relation to any aspect of our service, please contact Shona Hamilton-Higgins at info@lilachr.co.uk We agree to look into your complaint carefully and promptly and take reasonable steps to resolve it.

Refunds will be provided in accordance with your statutory rights.

8. LIMITATION OF LIABILITY

Services are provided to you with reasonable care and skill. Foreseeable risks which could arise include tribunal claims. We will take all steps to avoid such an occurrence and any liability to you is limited to the amount of any fees paid.

We do not and cannot guarantee any specific results in respect of any meetings, investigations, hearings or claims relating to your employees/workers.

There will not be no liability to you for any delay or failure to perform our obligations if the delay or failure is caused by circumstances outside our reasonable control.

9. THIRD PARTY RIGHTS

No person other than the person provided with a copy of these Terms of Business shall be deemed to have the benefit of the services or have any rights to enforce or rely on any of the terms.

10. APPLICABLE LAW

These Terms of Business are our standard terms and conditions of business and should at all times be construed in accordance with the laws of England & Wales.

The courts of England & Wales will have exclusive jurisdiction in relation to any claim, or dispute arising out of this engagement or any matter arising from it.