



## SWAN VIRTUAL ASSISTANCE

### STANDARD FEE STRUCTURE

Traditional PA work	£32 per hour
- diary management, shorthand, typing/word-processing, call-minding, meeting organisation, spreadsheets	
Digital Transcription Services	£17.50 per 1000 words
Conference Organisation	please call to discuss
Project Management	please call to discuss
Proofreading	please call to discuss
Marketing Assistance **	please call to discuss
- mailshots, competition management, overseeing creation and management of databases	

\*\*mailshots: includes creation of labels, letters, mail merge. Rates do not include costs such as printing, stationery, faxes, telephone calls, postage and packing

\*\*competition management: includes sourcing prizes, collecting in and sorting of entries for client to choose winners, formulating winners' letters. Rates do not include costs such as printing, stationery, faxes, telephone calls, postage and packing

\*\*database: includes creation and management of databases with updating as required

Rates do **not** include costs such as printing, stationery, faxes, telephone calls, postage and packing.

Invoices are issued on a monthly basis, complete with detailed report of how time has been spent and costs incurred.

#### **Retainer Fees**

For clients wishing exclusive or standby access at certain times of the month, a retainer fee shall be charged, with the hours/times agreed with the client in advance.

Retainer fees are invoiced monthly, in advance, whether or not the time is used. If extra hours are needed, and these would be sanctioned by the client in advance, these are charged at the hourly rate of £32 per hour, and invoiced monthly at month end.

### PAYMENT TERMS

Payment terms are 14 days after date of invoice, with a penalty of 5% per month, or part thereof, if payment terms are not met.