



# Ask Avril

Secretarial Bookkeeping Services



## SERVICES PROPOSAL

Prepared By

Avril James Dip.RSA, FInstAM



# About Us

The founder of Ask Avril is the highly talented Avril James Dip.RSA FInstAM who has many years of experience as a PA/EA and VA and Bookkeeper.

Ask Avril Secretarial and Bookkeeping services supports client's with setting up processes & systems, full secretarial services, general administration alongside accounts and finance management using Xero cloud accounting system.

Your time is valuable. Allow your business to benefit from Avril's strong organisational skills, attention to detail and excellent communication while you focus on the growth of your business.







“

**Avril is a pleasure to work with. She saved me hours which meant I could go to client meeting and focus on business development.**

**She is a reliable PA that gets things done quickly and to a high standard.**

**LIN, MARKETING**

# Summary of Services

Ask Avril can save you two of your most precious resources: time and money. As a business owner you should be focused on your products or services and growing your business, not worrying about day to day administrative chores.

We can take care of paperwork, handle bookkeeping, provide customer service, organise your inbox, update your website, make travel arrangements, proofread your blog, help with marketing and manage your schedule.

This is just a sample of the services that Avril provides to clients.





# Service Packages



## Ad Hoc Services

Pay as you go hours  
Final hours to be confirmed  
and a timed report can be  
provided

£30 per hour

## 5 Hour Package

Start Date; XX - XX - 2020

Retainer/Rolling Contract

£142.50 per month

## 10 Hour Package

Start Date; XX - XX - 2020

Retainer/Rolling Contract  
£270 per month

Valid for 30 days.  
Invoices due within 7 days  
of receipt.

# Terms & Conditions

---

All tasks will be completed remotely unless otherwise stipulated within the Scope of Work, or by prior arrangement.

For any requirements to work at an alternative location, an allowance for travel time will be applied at client's agreed hourly rate, plus mileage.

The Client will pay to Ask Avril the sum of [amount per month/hour/project rate/specify] for the services as detailed above.

Ask Avril is generally available to provide Services during normal business hours. Monday – Friday 9 am to 5.30 pm, excluding national holidays. Out of hours and weekend work will be billed at a premium rate of £10 above the standard client rate.

Specific time booked in advance, for example time booked for an agreed meeting, time booked to accept an agreed incoming call, etc. will be billed even if not used, unless the arrangements are cancelled with a minimum of 24 hours' notice or unless that time can be reallocated to another client.

Holiday notice will be given a week in advance and alternative Ask Avril support can be provided.

Ask Avril reserves the right to amend the cost of services by serving one months' notice in writing.

# Payment

---

Retainer fees: Payable monthly in advance; an invoice will be sent out at the end of each month. Up to 25% of the hours purchased under a monthly retainer can be rolled over to the following month if unused. Any additional hours required will be pre-approved by client, with all cumulative hours charged at the agreed client rate and invoiced monthly in arrears. The level of retained hours will be reviewed at three monthly intervals.

Preferred methods of payment: BACS or Standing Order.

Payment terms: Strictly seven days from date of invoice. Any invoice outstanding beyond this period may be referred to our debt collection agent and subject to a surcharge of 15% to cover the collection costs incurred. This surcharge together with all other applicable charges including interest, statutory compensation and legal fees incurred will be the responsibility of the client and will be legally enforceable.

# Client Agreement

I, the client, confirm that I have read the above proposal and agree with the requirements detailed within.  
I also agree to be bound by [YOUR COMPANY NAME]  
Terms of Business. Please sign and date the below with the name and position in company clearly printed.

Name	
Signed	
Position	
Date	

Thank you. I/We look forward to working with you. A full contract between both parties will be signed before work begins.



# Contact Details



## MAILING ADDRESS

Avril James, Commonwealth House, Jenton Road.  
Leamington Spa, CV31 1XS

## EMAIL ADDRESS

[avril@askavril.co.uk](mailto:avril@askavril.co.uk)

## PHONE NUMBER

+44 (0)7791 708279