

## Payment Services Agreement

This agreement is made and entered into this date:

\_\_\_\_\_ (add date here).

This agreement is made between Coach Katerina LLC, and

\_\_\_\_\_ (add name here).

Services:

- Management, tasks, output, provided by Get It Done For Me Virtual Services, a DBA of Coach Katerina LLC.
- All billing and accounting, credit card charges on your bank account will show as from Coach Katerina LLC.

Projects are based on the scope of work agreement including basic landing pages, press releases, content creation, branding, Facebook ads, and other systems as requested.

TC Services is \$15.00 per hour. An Administrative Services Fee equal to 1 billable VA hour or \$15 weekly is added to your weekly hours for a total of \$30 per 14-day pay period.

Administrative Services include, but are not limited to: login and account creation (as needed), maintenance, and verification, Trello Management including updating, coordination and maintenance of tasks, any/all forms of communication pertaining to your assigned tasks within the scope of services rendered, and Google Drive Management, to name a few.

Agreed upon billing is for \_\_\_\_\_ hours per week, (minimum order is 10 hours per week, 20 hours for each 14 days).

You agree to pay \_\_\_\_\_ (14 days = 1 pay period) one pay period in advance of your services.

You agree to pay \_\_\_\_\_ every 14 days hereafter.

Payment is made by going to our cart page:

10 hours per week go here:

<https://lnkm.io/jMllt>

20 hours per week go here:

<https://lnkm.io/TdhSw>

30 hours per week go here:

<https://lnkm.io/ldfca>

40 hours per week go here:

<https://lnkm.io/WUfJF>

These are secured web pages for setting up your payments.

Every 14 days your form of payment will be processed in the amount of the agreed-upon block of hours ordered.

Whenever you need more hours added to your week - send your request via email to ProfVA.Daisy@gmail.com. Once your request is accepted, you agree to have your payment modified to your new added-on hours.

When we are in receipt of your signed agreement, we begin the onboarding process. The time for the onboarding process is determined by the kinds of tasks you are ordering and the speed at which we receive all requested items from you.

When your first payment is made, whether or not you have returned this agreement signed, you are agreeing to the terms and conditions set forth herein.

The Team Members are paid every 2 weeks. You are responsible to keep your credit card updated and you are responsible to make your payments every 14 days. You are responsible for the processing fees which are added to your payment or they may be invoiced separately.

You agree to keep your payments current. If you have a failed credit card payment you are responsible to update your credit card immediately.

You agree to pay for any and all services rendered whether your credit card goes through or not. We have an annual reconciliation. You agree to pay for any missed payments no matter at what point in time we bring this to your attention.

In order to keep our rates low, we automate and simplify processes. Communication is done via your Trello Feedback column. You may email Chief Operations Officer, Daisy, or Task Manager, Shane, please note that communication outside of Trello is billed and prorated on your hourly rate.

Automated services have a processing fee automatically entered. Any additional hours that need to be invoiced for any reason are billed at one hour per pay period.

You will receive one onboarding call with Chief Operations Officer, Daisy Santos, on the phone. You receive one follow-up phone call every 6 - 8 months. However, you may set up as many strategies, systems, consultations, with Chief Operations Officer, Daisy Santos, as you wish for \$50 per hour.

You can not pause services. Please work with our team to get your tasks assigned so you can utilize any and all paid hours. We have a 30-day banked hour limit. Hours not used within each 30 days may be forfeited.

**Team Members receive the following paid holidays:**

New Years Eve

New Years Day

Christmas Eve

Christmas Day

Maundy Thursday

Easter Monday

Good Friday

When these days fall on a weekday, Monday through Friday, the hours you ordered that week will be paid time off for those holidays.

**Team Members on Daily Schedule:** When you hire receptionists, secretaries, ISAs, transaction coordinators, customer service representatives, management positions, or any other position where you

require the team member to be at his or her computer for specific hours, this team member will be paid by you for those hours, whether you supply them with tasks or not.

**Strategy Advice Requests:** Clients seeking strategy advice are encouraged to schedule a consultation call with Coach Katerina for personalized guidance. You may order a strategy session or consultation with Katerina Gasset whenever you need one for \$525 per hour.

**Facebook ads:** No Facebook ad can be started prior to us receiving everything we need for the ad. You will be provided with a list of things we need. We can do most of those items for you if you don't have them done for a fee.

**Websites:** No website work starts until we receive ALL of the items requested for your website, your Google document is totally completed, and your photos are uploaded to your Google Drive folder we set up for you. There are no cancellations or refunds for Facebook ads or websites for you not fulfilling your part. So please get us the requested items in a timely manner.

**Job Postings and Skill Set Processing:** In the event that job postings are required, or there is a need to vet and process for specific skill sets not immediately available within our core team, the hours expended on these activities will be deducted from your allocated block of time, or will be invoiced in advance.

**Transitioning to New VAs (EA, ISA, TC, E-commerce VA):** We are committed to ensuring a seamless transition when Team Members resign. While VA resignations are beyond our control, we strive to promptly arrange replacements. Clients should be aware that we will provide the new VA with all available training materials to facilitate the transition. However, it's important to note that training time will still be paid for by the client. We recommend allocating at least one full shift for the new VA to go through the training materials, depending on the number of tasks and training to be covered.

**Termination of Services:** It is the client's responsibility to settle the outstanding payment cycle balance, including any unpaid processing fees and prorated 13th Month payments. These payments must be remitted

promptly. Failure to do so may result in the need for us to reconcile your accounts accordingly.

You agree to provide written notice via email at least 30 days in advance of terminating your services. Failure to provide this notice may result in additional charges.

Failure to pay for services upon receipt of billing may result in suspension or termination of services. If we choose to continue providing you services, any outstanding amounts are still due.

For any billing-related issues, such as declined credit cards, cancellations, or payment inquiries, please note that our accounting department handles these matters on Mondays between 12 p.m. to 2 p.m. Eastern Standard Time.

You agree not to discuss payment schedules or solicit any of the virtual assistant team members. Should you wish to recruit any of our virtual assistant team members, managers, salespersons, or any other employee or independent contractor, there is a \$10,000 retraining fee that must be received by our office upon agreement of hiring a team member.

You hereby agree that any small claims court filings by our company will be filed in Palm Beach County Florida. You also agree that any legal proceedings will be filed or held in Palm Beach County Florida. Palm Beach County Florida is the jurisdiction.

**NOTICE:** There are proprietary SEO methods we use in our tasks. These are to be held in confidence. They are not to be disclosed or shared with anyone else. You agree not to train any Team Members in these tasks. You also agree not to disclose, sell, train in or share our SEO proprietary projects and techniques with anyone in your company or outside of your company.

**GRAPHICS, SOCIAL MEDIA, BLOGGING, and ALL OTHER CONTENT:** When you provide us with your photos, logos, graphics, or any other content, you are confirming you have full authority and license to use the said content you supplied to us. You assume all responsibility for any claims arising from said use. You agree to hold Coach Katerina LLC harmless of any claims arising from said use.

**COPYRIGHTS:** You warrant and promise all content you are providing us with - you have a license to use on the internet. We are not responsible for any lawsuits or copyright infringement claims for any/all of your content. You agree to hold Coach Katerina LLC harmless of any claims arising from said use.

**DISCLAIMERS FOR WEBSITES:** You warrant you have supplied us with legally approved website disclaimers, privacy, all legally required documents we display on your website. During the interim we supply a templated version. We are not attorneys. We are not giving legal advice. These templates must be replaced with your attorney's legally approved language and document text to add to these required pages.

**ADA Compliance:** We do not make any content ADA compliant unless you request us to do so and you pay for those upgrades to your websites, etc. These are not part of our daily tasks and not included in website build-outs as standard.

### **Customs in the Philippines:**

**Prorated 13th Month:** In line with customary practices in the Philippines, where workers receive a 13th-month payment as a bonus, we extend this benefit to our clients.

Regardless of the duration of service, clients are expected to pay a prorated 13th-month fee, equivalent to their average monthly services invoice. Upon completion of each year of service, please send the prorated 13th-month payment to Paypal, CoachKaterina@gmail.com. Alternatively, clients may opt to volunteer the payment. In the event of termination of services mid-year, the prorated 13th-month fee may be included in their final invoice. Additionally, active clients will receive a separate invoice for the 13th-month fee each December. We will handle distribution accordingly.

Verbal Abuse will not be tolerated towards any of our Team Members. The Philippines is a tropical country with hundreds of islands. The main city is Manila, which is very modern and not third-world-like. Then there are many provinces. In the provinces, it is very much like third-world living. Being a tropical country it is much like Florida weather (to find a comparable here in states) so they have a typhoon season as Florida has a hurricane season.

Typhoons and hurricanes are the same things. Expect your VA team members to experience power outages and internet outages during the season. Please be patient as these are temporary.

All of your information is confidential. It is not shared or sold. Only the Team Members doing your tasks and myself have your confidential information. We do request reviews, referrals, and the use of your testimonials for marketing purposes. We may ask you if we can share your success, screenshots, etc. on webinars and for marketing purposes.

All of your logins, credentials, accounts, leads are confidential. You agree that you have read and understood this agreement.

Sign and date this agreement, scan it (or e-sign it) and upload it here on your google form: <https://goo.gl/forms/q2YPZ1n0jVLPjbCE2> or email it to: [CoachKaterina@gmail.com](mailto:CoachKaterina@gmail.com) or [ProfVA.Daisy@gmail.com](mailto:ProfVA.Daisy@gmail.com).

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
*Your Name*

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Katerina Gasset