



Jessanol Business Support Terms

Version: 1.0

Date: May 2026

These Terms apply to business support, virtual assistant and practical support services provided by Jessanol Ltd.

They should be read alongside the relevant Booking Form, proposal, estimate, statement of work, Data Processing Form where applicable, and any special terms agreed in writing.

1. About Jessanol

Jessanol Ltd is a company registered in England under company number 16260123.

Registered and trading address:

The Cherries, Station Road, Claverdon, CV35 8PH

In these Terms:

- **Jessanol, we, us or our** means Jessanol Ltd;
- **Client, you or your** means the client named in the Booking Form or other written agreement;
- **Services** means the business support, virtual assistant, administrative, operational, marketing support, learning support, event support, research or related practical services agreed in writing;
- **Booking Form** means the document, portal form, proposal, estimate or written confirmation setting out the services, fees, timescales and specific arrangements for the work;
- **Agreement** means these Terms, the Booking Form, any relevant Data Processing Form and any special terms agreed in writing.

2. Scope of services

Jessanol provides practical business and learning support services for SMEs, solopreneurs, independent professionals and organisations.

Services may include, but are not limited to:

- business administration and operations support;
- document, spreadsheet, template and process support;
- email, CRM, client onboarding or project coordination support;
- website, blog, newsletter, landing page or customer communication support;
- event, webinar, learning administration or research support;
- practical learning-related support such as handouts, slides, resources and course administration.

The specific services for each booking will be set out in the Booking Form or agreed in writing.

Unless expressly agreed, these Terms do not apply to bespoke e-learning design and build, specialist learning consultancy, SCORM development, full learning programme design or other specialist L&D projects. Those services may be covered by separate Jessanol learning and digital content terms.

3. Basis of agreement

A booking is accepted and an Agreement is formed when one or more of the following happens:

- you sign or electronically accept the Booking Form;
- you confirm acceptance by email or other written message;
- you pay an invoice, deposit or retainer;
- you ask Jessanol to start work after receiving the Booking Form or relevant written confirmation.

By accepting a booking, you agree to these Terms and confirm that you have authority to enter into the Agreement on behalf of the Client business.

If there is any conflict between these Terms and the Booking Form, the Booking Form will take priority for the specific booking.

4. Working hours and communication

Jessanol's normal working hours are Monday to Friday, 9.00am to 5.00pm, excluding UK bank holidays, unless otherwise agreed in writing.

Communication will normally take place by email, the Jessanol client portal, or another agreed channel.

Jessanol will make reasonable efforts to respond during normal working hours.

Response and completion times will depend on the nature of the task, urgency, agreed scope, availability, access to information and any approvals required.

Work requested outside normal working hours, or with less than 24 hours' notice, may be charged at an urgent or out-of-hours rate where agreed before the work is carried out.

5. Client responsibilities

You agree to:

- provide accurate, complete and timely information;
- provide access to any systems, files, documents or platforms needed for the agreed work;
- confirm priorities, deadlines and expectations clearly;
- respond to questions, feedback requests and approvals within agreed timescales wherever possible;
- review and approve work where required;

- ensure that you have the right to share any materials, files, images, data, brand assets or third-party content provided to Jessanol;
- tell Jessanol promptly if requirements, timescales, access, priorities or relevant circumstances change;
- comply with any legal, regulatory, sector-specific or internal requirements that apply to your business.

Jessanol is not responsible for delays, incomplete work, additional costs or missed deadlines caused by missing information, delayed feedback, unavailable systems, lack of access, unclear instructions or changes to client requirements.

6. Fees and payment

Fees will be set out in the Booking Form or otherwise agreed in writing.

Jessanol may charge on an hourly, retainer, block of hours, fixed fee or project basis.

Unless otherwise agreed in writing, Jessanol's standard hourly rate for business support services is **£35 per hour**.

Payment terms will be set out in the Booking Form or invoice. Jessanol may require payment in advance, a deposit, staged payments or a monthly retainer depending on the work.

Invoices are normally issued electronically and payable by bank transfer unless otherwise agreed.

Where payment is not received by the due date, Jessanol may pause or suspend work until payment is made.

Jessanol may charge interest and reasonable recovery costs on late payments in accordance with applicable law and any terms set out in the Booking Form or invoice.

7. Retainers, blocks of time and unused hours

Where services are provided on a retainer or prepaid block of time, the Booking Form will state:

- the number of hours included;
- the fee;
- the period covered;
- whether unused hours can be carried forward;
- any expiry date for unused time;
- any notice period for ending the arrangement.

Unless otherwise agreed in writing, unused retainer hours do not automatically carry forward.

If work exceeds the agreed hours, additional time will be charged at Jessanol's standard hourly rate or another rate agreed in writing.

Jessanol will aim to alert the Client where work is likely to exceed the agreed hours, but the Client remains responsible for managing the volume and priority of work requested.

8. Additional work and changes to scope

The agreed scope of work will be set out in the Booking Form or other written confirmation.

If you request additional tasks, changes, faster delivery, extra meetings, additional revisions, or work outside the agreed scope, Jessanol may charge for that additional work.

Jessanol will not knowingly carry out significant additional chargeable work without notifying you first and seeking written approval.

Additional work may affect timescales, fees and availability.

9. Approval and sign-off

Where work requires review or approval, the Client is responsible for checking the work and confirming any changes within the agreed timescale.

Approval may be given by email, portal message, signed form or another written method.

Once work has been approved, further changes may be treated as additional chargeable work unless the change is required because of an error made by Jessanol.

The Client is responsible for final approval of factual, technical, legal, brand, regulatory or business-specific content.

10. Client systems, access and security

Where Jessanol is given access to client systems, files, email accounts, CRM systems, portals, websites, social platforms, project tools or shared workspaces, access will be used only for the agreed purpose.

The Client is responsible for providing appropriate access, permissions and instructions.

Jessanol will take reasonable care when using client systems and will follow agreed access and security instructions.

Jessanol will not be responsible for issues caused by incorrect permissions, unavailable systems, platform faults, third-party outages, client configuration, expired subscriptions, lack of access or changes made by others.

Access should be removed when it is no longer required for the agreed work.

Passwords and login details should be shared securely and should not be sent by unsecured methods where avoidable.

11. Data protection and personal data

Where Jessanol processes personal data on behalf of the Client, the Client is normally the data controller and Jessanol is normally the data processor.

Where the agreed work involves personal data about individuals other than the Client contact, the parties may need to complete a Data Processing Form or agree suitable data processing terms before work begins.

The Client is responsible for confirming what personal data Jessanol may access or process, the purpose of processing, any special instructions, and any relevant retention or deletion requirements.

Jessanol will handle personal data in accordance with agreed instructions, applicable data protection law and Jessanol's Data Protection and Information Security Policy.

Jessanol will not knowingly access, use or process personal data beyond what is reasonably required for the agreed work.

12. Confidentiality

Both parties agree to keep confidential information confidential and to use it only for the purposes of the agreed work, unless disclosure is required by law or agreed in writing.

Confidential information may include business information, client data, documents, pricing, processes, plans, systems, login details, commercial information, learner information, customer information and any other information that would reasonably be considered private or confidential.

Confidentiality obligations continue after the booking or Agreement ends.

13. Intellectual property and materials

The Client retains ownership of materials, files, data, brand assets, logos, documents and information supplied to Jessanol by the Client.

The Client confirms that they have the right to provide those materials to Jessanol for use in the agreed work.

Jessanol retains ownership of its pre-existing methods, templates, know-how, processes, frameworks, tools and working materials unless otherwise agreed in writing.

Unless otherwise agreed, final deliverables created specifically for the Client may be used by the Client upon payment in full of all related invoices.

Jessanol may retain reasonable copies or records of work carried out for legal, accounting, business, quality, portfolio, compliance or audit purposes, subject to confidentiality and data protection obligations.

Jessanol will not use confidential Client materials publicly without permission.

14. Use of AI tools

Jessanol may use AI tools to support planning, drafting, editing, research, organisation, checking or productivity where appropriate.

Jessanol will not use AI tools to process Client third-party personal data unless expressly agreed in writing. Jessanol will not knowingly enter Client third-party personal data, confidential Client information, commercially sensitive information or unpublished Client materials into public AI tools.

Jessanol remains responsible for reviewing AI-supported outputs before they are provided as part of agreed work.

Further information is set out in Jessanol's AI Use Policy.

15. Quality and reasonable care

Jessanol will provide services with reasonable care and skill.

Jessanol will take reasonable steps to ensure work is accurate, clear and fit for the agreed purpose at the point it is provided.

The Client is responsible for reviewing and approving any work that includes client-specific information, regulated content, specialist advice, legal/compliance requirements, brand requirements, internal policy wording or factual claims.

Jessanol does not provide legal, financial, tax, HR, medical, regulated compliance or other professional advice unless expressly agreed in writing and appropriately qualified to do so.

16. Third-party platforms, tools and services

Jessanol may use third-party systems and software to deliver services, such as email, cloud storage, project tools, design tools, websites, portals, newsletter platforms, CRMs or other business systems.

Jessanol is not responsible for the availability, performance, security, pricing, functionality or changes made by third-party providers, except where caused by Jessanol's failure to use reasonable care.

The Client is responsible for any subscriptions, licences, approvals or costs relating to client-owned tools unless otherwise agreed in writing.

17. Subcontractors and associates

Jessanol may use trusted associates, contractors or suppliers to support delivery of services where appropriate.

Where this happens, Jessanol remains responsible for managing the agreed work and will take reasonable steps to ensure that any third parties follow appropriate confidentiality, data protection and professional standards.

Where a subcontractor or associate needs access to client information or personal data, this will be handled in line with applicable data protection requirements and any agreed Data Processing Form.

18. Cancellation, postponement and termination

Either party may end an ongoing arrangement by giving the notice set out in the Booking Form.

If no notice period is stated, either party may end an ongoing arrangement by giving 14 days' written notice.

The Client remains responsible for payment for work carried out up to the date of termination, including any committed time, agreed expenses or non-cancellable costs.

For fixed fee or project work, cancellation terms may be set out in the Booking Form. Deposits or upfront payments may be non-refundable where work has been reserved, started or scheduled.

Jessanol may suspend or terminate services immediately where:

- invoices remain unpaid;
- the Client fails to provide required information or access;
- the Client acts unlawfully, abusively or unprofessionally;
- continuing the work would create a legal, data protection, ethical, security or reputational risk;
- the Client materially breaches these Terms.

19. Limitation of liability

Nothing in these Terms limits or excludes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot legally be limited or excluded.

Subject to that, Jessanol will not be liable for indirect, consequential or special losses, loss of profit, loss of business, loss of opportunity, loss of goodwill, business interruption, or losses caused by third-party platforms, client systems, client instructions, missing information, delayed approvals or matters outside Jessanol's reasonable control.

Jessanol's total liability for any claim arising out of or in connection with the agreed services will be limited to the amount paid by the Client for the specific services giving rise to the claim, unless otherwise agreed in writing.

20. Force majeure

Jessanol will not be liable for delay or failure to perform obligations where this is caused by events outside Jessanol's reasonable control.

This may include illness, power failure, internet failure, platform outage, cyber incident, severe weather, transport disruption, supplier failure, fire, flood, industrial action, government action or other events beyond reasonable control.

Jessanol will take reasonable steps to communicate with affected Clients and resume services where practical.

21. Complaints and concerns

If the Client has concerns about the services provided, they should raise them with Jessanol as soon as possible so that the issue can be reviewed and addressed.

Complaints will be handled in line with Jessanol's Complaints Policy where relevant.

22. Relevant Jessanol policies

Jessanol's current policies are available at: **<https://jessanol.com/policies>**

These may include policies relating to privacy, data protection, AI use, cyber security, responsible marketing, accessibility, quality, complaints, supplier conduct and responsible business practice.

Jessanol's Privacy Policy is available at: **<https://www.jessanol.com/privacy-policy>**

23. Changes to these Terms

Jessanol may update these Terms from time to time.

The Terms that apply to a booking will normally be the version in place at the time the booking is accepted, unless otherwise agreed in writing.

For ongoing services, Jessanol may provide notice of updated Terms. Continued use of the services after notice may be treated as acceptance of the updated Terms, where reasonable and lawful.

24. General

These Terms, together with the Booking Form and any agreed Data Processing Form or special terms, form the agreement between Jessanol and the Client for the agreed services.

Neither party may transfer its rights or obligations under the Agreement without the other party's written agreement, except where reasonably required for business continuity, subcontracting or legal purposes.

If any part of these Terms is found to be invalid or unenforceable, the rest of the Terms will continue to apply.

A failure by either party to enforce a right under these Terms does not mean that right is waived.

A person who is not a party to the Agreement has no rights to enforce it under the Contracts (Rights of Third Parties) Act 1999.

25. Law and jurisdiction

These Terms and any Agreement between Jessanol and the Client are governed by the laws of England and Wales.

The courts of England and Wales will have jurisdiction over any dispute arising from or connected with these Terms or the agreed services.