



Social Spider Marketing LTD

Terms & Conditions

Single Sessions

Thank you for booking with Social Spider Marketing LTD I look forward to working with you.

You have booked a single session. The length and cost of your session will have been discussed with you at the time of booking. Each session is bespoke, and prices may vary between clients. If you have issues with the price of your session please speak to Social Spider before confirming your booking.

Confirmation of booking

Single sessions do not require contracts but are confirmed in writing to go ahead and the acceptance of a Google calendar invite is acceptance of the session and these Ts&Cs.

Cancellation of booking

If you need to cancel your booking, I kindly ask that you give as much notice as possible. However, please note the following:

- Cancellations with less than **three working days' notice** will incur a **50% cancellation fee**.
- Cancellations with less than **24 hours' notice** will incur a **75% cancellation fee**.

Re-scheduling of booking

Life happens, and I understand plans can change. Bookings can be rearranged at any time. However, the following policies apply:

- Re-scheduling with less than **three working days' notice** will incur a **£25 re-booking fee**.
- If you cancel a re-booked session, a **50% fee** will be incurred regardless of how much notice is given.

Payment schedule

Unless otherwise agreed, invoices for single sessions will be sent within **two working days** of the session's completion. Payments should be made within **14 days** of receiving the invoice. If you anticipate any delays, please let me know as soon as possible so we can work something out.

Late Payments

If payments are not received within the 14-day window, a **late payment fee of 10%** may be applied. Additionally, future bookings may be paused until outstanding balances are cleared.



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Force Majeure

Sometimes things happen that are out of anyone's control (like unexpected illness, technical issues, or emergencies). In these cases, sessions will be rescheduled without any additional fees.

Confidentiality

Your trust is important to me. Any information shared during our session will be treated as strictly confidential unless required by law.

Scope of Service

Our session will focus on the goals or topics we agreed upon at the time of booking. If you have additional requests, these may require extra sessions or fees. Let me know what you need, and we'll make it work!

Liability

While I'm here to provide guidance and support, Social Spider Marketing LTD cannot be held responsible for any outcomes, losses, or damages resulting from the advice or services provided during our session.

Termination Rights

Social Spider Marketing LTD reserves the right to terminate a session or booking if these Terms & Conditions are not adhered to. I'll always aim to resolve any issues first, so please reach out if something isn't working for you.