

WORK WITH JOY

Terms of Engagement

JOYANNE HOWELL

Thank you for choosing to work with me. I intend for all my client engagements to be easy, enjoyable and highly valuable for all involved. This document sets out my standard work policies. Please sign below to indicate your acceptance and return to me.

Relationship

My services are provided as an independent contractor and not as an employee. I will receive no employee benefits and will not act as a representative of your company in any capacity. I can freely provide my services to other clients (as long as no contractual obligations to your company are impeded).

Availability

My typical work hours are Monday to Friday, 9AM to 3PM EST. At my discretion, I may be available outside of these hours for calls, virtual meetings or client work. Virtual meetings are preferred; In-person meetings may be arranged when necessary to advance the project.

Communicating

Single-thread email *or* project management apps (Slack, Asana, Teamwork, etc.) are ideal for communications. Texting (iMessage, WhatsApp, etc.) is not preferred to discuss projects or transfer project information.

Fees & Payments

Agreed project fees are due in full to begin the work. Deposit terms are negotiable in some cases. I will issue an invoice for the full amount through Freshbooks. Invoices can be paid via PayPal (for credit card payments) or Interac E-transfer.

Deliverables

A written Scope Of Work and Creative Brief document should be provided *before* work begins on our project. Specific deliverables, due dates, compensation and other relevant project details should be clearly stated. Projects will be considered complete when Scope of Work items have been delivered.

Scope Creep

I don't want to limit your ability to change your mind. If the project scope or required deliverables change during the course of the project, I can provide estimates for the additional work required.

Privacy & Intellectual Property

I fully respect the privacy of all client engagements, and I will never divulge privileged confidential information. Clients will have full access to the creative work produced under this engagement. Samples of my work may appear as part of my personal portfolio.

Challenges

I highly value open communication and a collaborative, "team spirit" approach to project work. In the event that challenges related to the project arise, I will commit to seek resolution as quickly and fairly as possible. I will openly share my knowledge and expertise and work creatively and constructively to solve challenges.



Joyanne Howell

I have read and understood the terms above

Name & Signature