

## **CAMMP Virtual Assistant Agency - Terms and Conditions**

Welcome to CAMMP Virtual Assistant Agency ("CAMMP VA"). By hiring our services, you agree to abide by these terms and conditions. These Terms and Conditions ("Agreement") outline the rights and responsibilities of both CAMMP VA and the Client.

### **1. Our Process**

CAMMP VA follows a structured 5-step process to provide you with the best Virtual Assistant match for your needs:

- **Discovery Call:** We discuss your unique requirements and expectations.
- **Candidate Search and Selection:** CAMMP VA searches, selects, and interviews candidates based on your specified criteria.
- **Candidate Presentation:** Selected candidates are presented to you for review.
- **Interviewing Candidates:** You have the opportunity to interview the candidates and determine the best fit.
- **Onboarding and Initiation:** Once you've chosen a Virtual Assistant, our Client Experience Team, led by April, assists with onboarding, and the Virtual Assistant begins work under your guidance.

### **2. Final Hire Details**

Upon selecting your Virtual Assistant, we will issue a separate document referred to as the "Final Hire Details." This document will outline the Virtual Assistant's name, designated work hours, and any other specific terms agreed upon.

### **3. Service Rates**

The service rate is discussed and finalized during the Discovery Call based on your unique needs. Rates are provided in advance and tailored to the scope of work and responsibilities expected of your Virtual Assistant.

### **4. Buy-Out Terms**

If, at any time, you choose to transition a CAMMP VA Virtual Assistant directly into your own employment, a one-time, non-negotiable conversion fee of \$3,500 will apply. This fee covers the time and resources spent in recruiting, training, and onboarding a replacement for the Virtual Assistant, ensuring minimal disruption to our team and clients.

### **5. Vacation and Paid Time Off**

After six (6) months of continuous service with a Client, Virtual Assistants will be entitled to seven (7) working days of paid vacation.

- **Duration and Frequency:** Eligible Virtual Assistants receive seven (7) days of paid vacation every 12 months.
- **Scheduling:** Vacation days must be scheduled in advance and approved by both CAMMP VA and the Client to ensure minimal disruption.
- **Compensation:** During vacation days, Virtual Assistants will receive regular compensation.
- **Eligibility:** If services are terminated before the Virtual Assistant becomes eligible or before utilizing this benefit, no compensation will be provided for unused vacation days.

## 6. Refund Policy

CAMMP VA does not offer refunds for services rendered. If you are dissatisfied with our services, please contact us directly to discuss improvement options. If you wish to terminate the service, you may do so in accordance with these terms.

## 7. Third-Party Disclaimer

CAMMP VA provides Virtual Assistant services to clients but does not control or guarantee the actions, performance, or availability of individual Virtual Assistants. CAMMP VA will facilitate communication and offer ongoing support, but we are not responsible for the outcomes of client-VA interactions. All business conducted with Virtual Assistants is ultimately managed by the Client.

## 8. Holidays

Unless otherwise arranged, Virtual Assistants will not be working on the following holidays:

- January 1 - New Year's Day
- Last Monday in May - Memorial Day
- July 4 - Independence Day
- First Monday in September - Labor Day
- Fourth Thursday in November - Thanksgiving Day
- December 24 - Christmas Eve
- December 25 - Christmas Day
- Additionally, CAMMP VA's corporate team will be unavailable on these dates.

## 9. Client Responsibility

It is the responsibility of the Client to oversee, supervise, and manage their Virtual Assistant. CAMMP VA will offer support and guidance as needed, but day-to-day management lies with the Client.

## 10. Termination

If the Client wishes to discontinue services, they may do so in accordance with the notice period specified in the Final Hire Details, which is one week before they wish to end the service. If a Virtual Assistant decides to discontinue working with the Client for any reason, CAMMP VA will promptly provide a replacement, subject to the Client's approval.

- If the Virtual Assistant's services are terminated before becoming eligible for paid vacation days or prior to using them, no payment will be provided for unused vacation time.

## 11. Limitations of Liability

CAMMP VA is not liable for any indirect, incidental, special, or consequential damages, including lost profits, or for delays and failures outside our control. Our total liability to you will not exceed the amount paid to us in the month prior to any dispute.

- Claims or actions relating to our services must be brought within one (1) year of the incident. If dissatisfied, you may discontinue use of our services. CAMMP VA has no further obligation or liability beyond these terms.

## 12. General Provisions

- **Entire Agreement:** This document, along with any other referenced agreements (like the Final Hire Details), makes up the full agreement between CAMMP VA and the Client. It replaces any previous discussions or agreements.
- **Changes to Terms:** CAMMP VA may update these terms as needed. We'll notify you of any changes, and continuing to use our services means you accept the new terms.
- **Severability:** If any part of this agreement is found to be unenforceable, the rest of the agreement will still apply.
- **Governing Law:** This agreement is governed by the laws where CAMMP VA operates, without considering conflicts with other jurisdictions.
- **Waiver:** If CAMMP VA chooses not to enforce a part of this agreement, it doesn't mean we give up that right for the future.

## 13. Indemnification

You agree to protect CAMMP VA, our team, and partners from any claims, losses, or costs that come from:

- **How You Use Our Services:** Any issues related to how you or your team use our Virtual Assistant services.
- **Breaking the Agreement:** Any claims that result from not following the terms of this agreement.

- **Misconduct or Negligence:** Any claims that arise from your own actions or your team's actions while using our services.

In simple terms, if issues arise because of how you use our services or actions on your end, you agree to cover any costs or damages CAMMP VA might face because of those issues. CAMMP VA may choose to handle these situations directly, in which case we might ask for your cooperation.

#### **14. Questions?**

Feel free to contact us by phone and email below.

CAMMP VA

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