



## Policy on Additional Website Changes

### Introduction

This policy pertains to me, Gary Friend, as a Sole Trader, and my company, Ashford Web Services. It outlines the terms and conditions for customers who wish to make additional modifications, add extra pages or content, or make amendments to their website beyond the scope of the initially agreed design brief. As your WordPress developer, I am dedicated to accommodating your evolving needs while maintaining transparency and fairness in the process.

### Minor Tweaks Before Website Launch

Minor tweaks and adjustments to your website are understood to be part of the development process, and these may be implemented without additional charges. However, the definition of "minor tweaks" is at the discretion of the developer and should be discussed and agreed upon during the project.

### Additional Work

- 1. Scope Expansion:** Any changes, additions, or amendments that extend beyond the agreed design brief and are not classified as minor tweaks will be considered additional work.
- 2. Pricing:** Additional work will be priced individually on an hourly basis at a rate of £40 per hour. This rate applies to the time spent on planning, design, implementation, and testing of the additional work.

### Process for Requesting Additional Work

Customers should follow this process when requesting additional work:

- 1. Request:** Customers must submit a clear and detailed request for the additional work they want to be done on the website.
- 2. Quote:** Upon receiving the request, I will provide a quote estimating the number of hours required to complete the additional work. The quote will include the expected cost based on the hourly rate of £40.
- 3. Approval:** The customer must approve the quote before any additional work begins. Approval may be provided in writing (email) or by signing a separate agreement.

## **Payment**

Customers are required to make payment for additional work upon completion. Invoices will be issued detailing the additional work performed and the associated costs. Payment terms will be specified in the invoice.

## **Final Thoughts**

This policy is designed to ensure a clear and fair process for incorporating changes and additional features into your website. By adhering to these guidelines, we can efficiently manage the evolution of your website while maintaining transparency and mutual understanding.