



Please read/watch these terms and conditions: when you open your account with Team HaDo Ltd. you are agreeing to them.

Terms and conditions of service

1. Confidentiality

Anybody who works for Team HaDo Ltd. must follow our confidentiality policy.

2. Quality

We regularly review our work to make sure the quality of our service is of the highest possible standard.

3. Professionalism

Anybody who works for Team HaDo Ltd. and deals with clients' work is covered by professional indemnity insurance.

4. Storage of materials

All material (videos, documents etc) you send us and the work we provide for you is kept private and confidential. Only those who work for Team HaDo Ltd. can see your work. You are responsible for completed work that we return to you. We do not keep copies of your work.

5. Use of Team HaDo Ltd. online service

When we have done some work for you, we will then invoice you for the amount of time it took us to do it, charging in hourly blocks at the rate we have agreed. We may need to discuss timescales during busy periods.

6. Resolution of queries and issues

Team HaDo Ltd. has its own complaints procedure. If you have any concerns, please let us know as soon as possible so that we can work together to resolve them.

7. Payment

We will send you an invoice listing your hours of service at the end of each month. If you are planning to pay through Access to Work funding, you should first get approval from your ATW advisor to use Team HaDo Ltd. We may also ask for your ATW details, and we may ask you to give ATW permission to talk to us about your invoices if we need to.

Thank you for agreeing to these terms and conditions.

