

2 Rivers Property Management



Fair Use

1. Our package price fees are priced to cover the typical service level a client needs. In any given year, some clients will need more support or service, others less, and our fees balance this.
2. To make it fair to both parties, we offer a 3-month trial for both of us to assess the complexity of your needs and if your business has the typical service level.
3. Occasionally a client's service needs, or the complexity of their requirements, will go beyond that anticipated, or the growth of the company exceeds expectations from that at the start of the contract. Rather than have a long list of exceptions, or small print, we operate on a Fair Use basis.
4. Where services cannot be accommodated in the fixed fee – we will endeavour to let clients know, at the start of the engagement, or if not as early as possible. We will avoid unreasonable suspension or withdrawal of services at short notice. We will avoid incurring any material additional charges for clients without authorisation. We will work collaboratively with clients to resolve the issue, either by re-pricing, a service restriction, or by agreeing changes to record keeping and presentation.
5. Under our letter of engagement, in such circumstances, either party can cancel, the contract between us, with no notice.