

## **Terms and Conditions for Virtual Assistants**

Welcome to Virtual Assistance Network! These Terms and Conditions outline the agreement between Virtual Assistants (VAs) and Virtual Assistance Network. By signing up, you agree to the following terms:

### **1. Platform Access and Subscription**

- VAs are required to maintain an active subscription of \$5/month to access the platform.
  - If a VA cancels their subscription while serving a client, they will not receive payment for that payment cycle, the client will be notified, and the client will be reassigned to another VA.
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### **2. One-Time Upgrade Fee**

- VAs may choose to pay a one-time upgrade fee to pursue higher-paying opportunities within the network.
  - The upgrade fee covers the cost of an assessment. Passing the assessment allows for eligibility to higher pay rates.
  - The fee is non-refundable.
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### **3. Commitment to Network Values**

- VAs are expected to uphold the platform's values, including professionalism, integrity, and respect.
  - Evidence of behavior inconsistent with these values may result in immediate removal from the platform.
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### **4. Client Interactions**

- VAs must provide services in a professional and timely manner.
- Clear communication with clients about the scope of work, expected hours, and deliverables is essential.
- VAs are responsible for ensuring mutual understanding with clients regarding time commitments, working hours, and expectations for skills and deliverables.

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## 5. Payment Terms

- Payment is processed after services are rendered.
- VAs have different pay grades dependent on credentials met. All VAs have equal opportunity to upgrade pay by meeting all required upgrade pre-requisites.
- Payments are made on a regular monthly schedule, as determined by the platform.

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## 6. Complaint Handling and Removal

- If a client cancels service due to a complaint about the VA's performance, the VA may be removed from the platform to resolve the issue and maintain the integrity of the network.

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## 7. Profile Accuracy

- VAs are responsible for keeping their profiles accurate and up to date, including skills, experience, and availability.

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## 8. Starting Pay and Upgrade Opportunities

- Starting VAs agree to a pay rate of \$20/hour unless they have paid the one-time upgrade fee and passed the assessment for higher pay opportunities.

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By signing up, you agree to these terms and conditions. Failure to comply may result in removal from the platform.

Virtual Assistance Network reserves the right to update these terms at any time. Changes will be communicated to all active users.