

aliviascreatespace

# Policies & Procedures

## HOURS OF OPERATIONS

Monday through Friday

4:45 to & 7:45 pm

(online hours through Slack)

Saturday and Sunday

12:00 to 2:30 pm

(online hours through Slack)

## CONTACT INFORMATION



318.753.3668



aliviascreatespace@gmail.com

## SCHEDULING

If you're interested in scheduling a 15 min introduction Zoom meeting or Slack video call, the best way to reach out is through g-mail. I am currently accepting 20 hours per week of freelance work, but can remain flexible if the project extends over longer periods.

## CONFIDENTIALITY

All client sessions, feedback/critique, and sensitive company information remain confidential and protected. I will send a permission form asking for consent to display any client work on my website or social with every welcome package and off-boarding processes. The client may refuse signature if the project is not suitable for public viewing.

## RUSH JOBS

Any changes in timelines after the agreed upon contract is signed are subjected to rush fees which depend on the size of the project, the amount of deliverables (print and digital), and the current schedule of the designer (starts around \$25). The Graphic Designer may refuse service and break the contact without legal penalties if they cannot complete the work per the client's request. A professional referral may be offered in compensation and all client-owned materials will be returned through email.

# Payment & Cancellations

## PAYMENT PLAN

All payment plans are required a 50% deposit of the project's total estimated price. **This deposit is NON-REFUNDABLE.** I will subtract the deposit from the final total after invoicing is completed and email to the client with deliverables.

1. Clients may pay their flat rate 100% up front (pay any extra fees later)
2. Clients may do an installment plan with **written agreement** from the designer (drafted contract)

## BILLING & PAYMENT METHOD

After we approve all deliverables, I will send out a digital invoice to the client through email. The client has 5-7 business days from the moment of receiving the document to complete the payment (or installment for that month). If a client goes no contact and ignores the contracted deadline for payment, legal action will take place to ensure all parties remain accountable for their part in the settlement. If a client cannot reach the payment deadline because of unforeseen circumstances, reach out to the designer, and we may readjust once deadlines with proper documentation. Repeated attempts for readjustments or forbearance will call for legal action as well. **Balances must be paid in full before receiving all deliverables.** Methods include PayPal, Venmo, & Direct Deposit.

## CANCELLATION POLICY

The client or designer may cancel the requested project without extra fees or legal penalties at any point in the process (late or early). **Any work the designer has completed remains the intellectual property of the designer and it does not entitle the client to receive it unless stated in a previous written agreement.** They may buy the rights to the project at a negotiated flat rate from the designer if the client desires the unfinished work to bring forth to another vendor. These clients will receive written documentation of transformation of rights of the property in a legal document along with a receipt.

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# Intake Form

This form will help me get to know you better, thank you  
for taking the time to fill it out.

## PERSONAL INFORMATION

FIRST NAME:

LAST NAME:

ADDRESS:

TIME ZONE:

PHONE:

EMAIL:

## BUSINESS INFORMATION

COMPAN Y NAME:

INDUSTRY:

WEBSITE:

HOW LONG HAVE YOU BEEN IN BUSINESS?

TELL ME ABOUT YOUR BUSINESS:

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This form will help me get to know you better, thank you for taking the time to fill it out.

## BUSINESS INFORMATION

HAVE YOU EVER WORKED WITH A GRAPHIC DESIGNER? Yes / No

WAS IT A POSITIVE OR NEGATIVE EXPERINCE? Positive / Negative

WHAT TYPE OF SERVICES ARE YOU INTERESTED IN?

- |                                                  |                                                        |
|--------------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Logo Making or Redesign | <input type="checkbox"/> Layout Design                 |
| <input type="checkbox"/> Production Design       | <input type="checkbox"/> Social Media Content Creation |
| <input type="checkbox"/> Website Design          | <input type="checkbox"/> Company Branding              |
| <input type="checkbox"/> Digital Illustrations   | <input type="checkbox"/> Too Complex To Explain        |

DESCRIBE YOUR BUSINESS NEEDS. WHAT OTHER TASKS DO YOU NEED ASSISTANCE WITH?

WHAT TOOLS DO YOU CURRENTLY USE FOR YOUR BUSINESS?

- |                                           |                                    |                                        |
|-------------------------------------------|------------------------------------|----------------------------------------|
| <input type="checkbox"/> Microsoft Office | <input type="checkbox"/> Zoom      | <input type="checkbox"/> Trello        |
| <input type="checkbox"/> Google Drive     | <input type="checkbox"/> Asana     | <input type="checkbox"/> Skype         |
| <input type="checkbox"/> SAP              | <input type="checkbox"/> QuickBase | <input type="checkbox"/> None of these |

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## BUSINESS INFORMATION

LIST ANY ADDITIONAL TOOLS YOU CURRENTLY USE IN YOUR  
BUSINESS:

WHAT IS YOUR BUDGET FOR SERVICES NEEDED?

HOW DID YOU HEAR ABOUT ME?

- |                          |           |                          |          |                          |                |
|--------------------------|-----------|--------------------------|----------|--------------------------|----------------|
| <input type="checkbox"/> | Instagram | <input type="checkbox"/> | Facebook | <input type="checkbox"/> | Website/Google |
| <input type="checkbox"/> | Referral  | <input type="checkbox"/> | LinkedIn | <input type="checkbox"/> | None of these  |

WHO REFERRED YOU?

WHEN WOULD YOU LIKE START WORKING TOGETHER?

**THANK YOU!**

I will contact you within two businesses days!

If you have questions, email me at:

[aliviascreatespace@gmail.com](mailto:aliviascreatespace@gmail.com)