



The Agency
Inge Louise Ltd.
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LETTER OF AGREEMENT

This letter of agreement coincides with your decision to purchase 'The Agency class of 2023' programme and by continuing with that decision you are acknowledging and agreeing with the conditions in this letter.

Description of Services

As the provider of The Agency programme our role includes ensuring you have the following:

- 1x content planner every quarter detailing a social media prompt for every day.
- 1x Instagram story prompt per day.
- Access to The Agency website (www.theagency2022.com) and all of the material within it as detailed in the sales page of The Agency (www.ingehunter.co.uk/theagency).
- The timely delivery of all classes, databases and timetables as detailed in the sales page of The Agency (www.ingehunter.co.uk/theagency).
- Access to the supporting Slack group for the duration of The Agency.
- 6 hours of live 'homework time' per month hosted on Zoom.
- 2 hours of live 'Q&A time' per month hosted on Zoom.
- A personalised Trello board to track your progress
- Monthly email correspondence to track your progress
- 1x group tech support live session per month
- 1x group life coaching session per month

The Accelerate tier (top tier) also includes the following:

- 10 hours of 1:1 consultancy to be taken in 10 x 1 hour sessions throughout the year.
- 3 hours of 1:1 tech support to be taken throughout the year
- 3 hours of 1:1 life coaching support to be taken throughout the year.

Please note that the services listed above do not include creating or managing social media advertising campaigns.

As the client, you will rely on us to provide you with the services above to fulfil our obligations under this agreement.

Conditions

– We understand that our role will be that of consultancy. You will make the final decisions and direction, and will implement those decisions.

Fees & Payment Schedule

Depending on which tier you have joined for 'The Agency' you will pay a total of:

- £2364 for the access tier
- £3996 for the accelerate tier

This can be paid in full, over 12 months or over 16 months. Your payment per month will be detailed on your receipt and plan description when you purchase The Agency programme.

If you choose a payment plan, upon purchase you will be automatically be set up onto a subscription service provided by 'Stripe' with the details which you provide in the sign up and purchase of The Agency. This will debit your account once per month on the recurring date that you have purchased the service from (e.g. the 22nd of every month if you purchased on the 22nd).

If the payment cannot be taken then the Stripe service will retry 4 days after the failed payment and will send you an email detailing the failed payment. It will then continue to retry for 4 times after which the subscription will be cancelled and you will be contacted by us with a manual invoice.

Any late payments after this point may result in a late payment fee, suspension of services, denied access to the material and a request for the full contractual amount.

Details are as follows:

1st payment due on purchase

Each subsequent payment due one calendar month after the previous payment until paid in full.

Termination

This agreement will terminate once the full payment has been met.

Cancellations And Cooling Off Period

Any changes made to this letter of agreement must be made in writing and signed by all parties. You are entitled to a cooling off period to cancel your contract for any reason within 14 days of purchasing the programme.

If the contract is canceled, refunds are limited to unearned fees, funds in excess of unused or non-refundable fees.

If the contract is not canceled, there will be no refund.

Acts of God

If an act of God, such as a fire, flood, earthquake or other natural disaster shall cause your business to cease trading; We will require full payment of the agreed total amount by the end of contract date as mentioned above.

Programme Material

I will provide the materials to you on a month by month basis via email, through the website (www.theagencye2022.com) and via your personal Trello board.

You agree to retain these materials for personal use and not to share them, duplicate them or use them for your own financial gain.

Anyone caught sharing or distributing the programme material will be dismissed from the programme; will be required to settle the full contractual amount and may be investigated.

By purchasing The Agency programme you confirm receipt of this letter and confirm our acceptance of the terms therein.

Sincerely,

(Inge Hunter) signature

Accepted by the client upon purchase of The Agency.