

Client Name:

Business Name:

Start Date:

Retainer Level: Full Support (15 hours)

1. Overview

This agreement covers ongoing monthly design support provided by Hightime Designs. The **Full Support Retainer** includes 10 hours of design and website support per month.

2. What's Included

The monthly hours can be used for:

- Graphic design (social posts, ads, layouts, documents, PDFs)
- Website edits, content changes, and small functional updates
- Branding updates or refinements
- General design or marketing support
- Planning or consultation time (only if required)

3. What's Not Included

The Full Support Retainer is designed for ongoing support and smaller tasks. It does not automatically include:

- New full website builds or complete redesigns
- New full branding projects (for example a full rebrand or brand-from-scratch project)
- Large one-off projects that are likely to exceed the monthly retainer hours
- Printing costs, stock imagery, premium fonts or third-party subscriptions
- Emergency or out-of-hours work (evenings/weekends)
- Photography, video production or specialist services provided by third parties

These can still be provided, but will be quoted and agreed separately.

Where it makes sense, retainer hours can be used towards larger projects, with any additional time billed separately.

4. Hours & Usage

- The Full Support Retainer includes 15 hours per month.
- Hours must be used within the calendar month.
- Unused hours do not roll over.
- A typical task turnaround is 2–4 working days (larger tasks may require more lead time).
- Retainer clients receive priority scheduling over non-retainer clients.

5. Additional Hours

If you need more than your 15 monthly hours:

Extra time is billed at my standard hourly rate of £42.50,
or you may upgrade to a higher retainer tier at any time.

You will always be notified if a request will exceed your monthly hours before any additional work is carried out.

- Retainer fee: £500 per month
- Invoiced monthly, payable in advance
- Work begins once payment is received
- Late payment may pause work until payment clears

Either party may cancel the retainer with 30 days' notice.
Any outstanding work must be paid for up to the cancellation date.

All tasks should be sent via email to website@hightimedesigns.co.uk.
I'll confirm receipt and turnaround times as needed.