

Client Payment Terms

For engagements arranged through SisuScale.



Fortnightly

Invoiced every two weeks

14 days

Payment terms from invoice date

In advance

Hourly work paid before sessions

These terms apply to any engagement arranged through SisuScale. Accepting a SisuScale. proposal confirms agreement to them.

1. Who Does What

- **SisuScale. is the facilitator.** We introduce and arrange the engagement. Invoicing is handled by our parent company, **SisuPeople.**
- **Your agreement for the work is with the fractional leader's business.** The scope, deliverables and timings are set out in the proposal you accept.
- **SisuPeople. arranges the engagement and collects payment on their behalf.** Paying SisuPeople. settles what you owe the fractional leader's business.
- **The fractional leader's business is responsible for the work** and holds its own professional insurances, with details provided at acceptance of the engagement. Our responsibility covers arranging, invoicing and passing on payment.

2. Before Work Starts

- Please confirm the **invoice email address** and a **named finance contact** before the engagement begins, plus a purchase order number if you need one on invoices.

3. Invoicing

- **Day rate and project work** is invoiced **fortnightly**. Project work with a commitment longer than **3 months** is invoiced **monthly**.
- **Hourly rate work** is invoiced **in advance** and paid before the session takes place. Either side can cancel or move a session with at least **24 hours' notice**. Later cancellations by you are charged in full. Later cancellations by the fractional leader are rebooked or refunded.
- **Expenses** are charged only where you have approved them in advance, and are invoiced at cost.
- Rates are fixed for the agreed engagement and reviewed with notice before any renewal. All fees are exclusive of VAT, added at the prevailing rate.

4. Payment

- Payment is due within **14 days** of the invoice date, by bank transfer to the account shown on the invoice.
- Raise any invoice query with **chris@sisupeople.com** or **jess@sisupeople.com**, and please pay the undisputed balance on time while we resolve it.
- If payment runs late, we may pause work until the account is up to date and charge statutory late payment interest. We will always talk to you first.

5. Ending an Engagement

- **Project priced work: 2 weeks' notice** in writing from either side, with work to the end of the notice period invoiced as normal.
- **Hourly and day rate work:** either side can end it immediately. Work already delivered, and booked sessions inside 24 hours, remain payable.

6. IR35 and Permanent Roles

- **Outside IR35.** Engagements arranged through SisuScale. are fractional and advisory, delivered as part of the fractional leader's portfolio of work.
- **Interim roles.** Should an interim position be discussed that falls inside IR35, a one-off engagement fee of **18% of the salary agreed** is payable to SisuPeople.
- **Permanent roles.** Should a permanent role be accepted following introduction, a fee of **18% of the salary agreed** is payable to SisuPeople.