



Do what you love best. Let AVA do the rest.™

Time and cost saving virtual assistance for professionals

New clients are entitled to a free ½ hour project consultation and may upgrade to a monthly retainer plan at any time during their first month.

All clients receive:

- a choice of hourly or monthly retainer rates for any combination of services including administrative assistance (\$30/hour)
wordsmithing, proofreading, copy editing (\$35/hour)
business support (\$35/hour)
online presence management (\$40/hour).
- a virtual assistant whose primary language is English (with basic knowledge of Spanish and French)
- additional help, as needed, from our team of experts

Hourly Rates

- Billed by the minute and ranging from \$30 to \$40 per hour depending on the service selected.
- Rush jobs are accepted only if time allows without impacting other clients and are billed at one and one half times the hourly rate.
- You pay for an initial block of four hours of service before work begins. Reimbursable expenses, if any, will be deducted from this payment, resulting in fewer hours of service but an identical cost to you.
- Time sheets will be e-mailed to you weekly as long as you have hours remaining.

Monthly Retainer Rates

AVA Plan

This plan gives you 40 hours of services per calendar month--at 20% off the hourly rate.

Professional Plan

This plan gives you 30 hours of services per calendar month--at 15% off the hourly rate.

Support Plan

This plan gives you 20 hours of services per calendar month--at 10% off the hourly rate.

Services Plan

This plan gives you 10 hours of services per calendar month--at 5% off the hourly rate.

For all monthly retainer plans:

- Time sheets will be e-mailed to you weekly as long as you have hours remaining.
- Unused hours do not carry over from month to month so it is your responsibility to plan ahead.
- Additional hours may be added at the preselected retainer rate if our schedule allows it.
- Rush jobs will be considered on a client-by-client basis and are charged at one and one half times the hourly rate.
- Work begins on the first business day of the month or after your signed retainer agreement and payment are processed, whichever comes later.

Reimbursable Expenses

Additional expenses incurred on your behalf will be billed at cost and added to your invoice. These expenses may include (but are not limited to) packaging materials, postage, courier or delivery service, telephone charges, copies, specialty paper, project materials, and mileage.

Signed Agreement

An hourly or monthly retainer agreement and a general policies statement must be signed and returned along with payment before work begins. Once work begins, the service cannot be undone or returned. Payment for the added cost of rush hours and reimbursable expenses is due immediately upon receipt of the weekly invoice.

Payment options

We accept payment by check but can make special arrangements to invoice you with PayPal for rush jobs. Work begins when your payment clears.

Pennsylvania residents

Secretarial and editing services and their delivery are subject to the Commonwealth of Pennsylvania's 6% sales tax unless the client is certified as exempt from this tax.