

UPDATE To Terms – September 2025

Support services provide you with the peace of mind that your website will be kept up to date with the relevant content and updates that you request and need. Services include standard changes/updates, development, marketing and website related client requests. All support packages include the protection of Timeline Backups for your website.

Bronze Support (30-Minutes of Website updates pm)

Monthly charge – **£35** per month

Extra Hours – **£50** per hour added (on agreement)

We provide **Bronze** support to ensure the website is updated as per your requests (up to 30 minutes of time but extra hours can be added). This can include images, page edits, adding posts or adding new functionality to your website. Site updates can be provided during the month where a charge has been paid. We will advise if we need to add another hour before undertaking work which may take us over the initial hour included.

We are happy to also help with other activities within this time for social media and email marketing integration.

You can sign-up for **Bronze** Support here – <https://buy.stripe.com/9B6eVec7s0Um8Pi98eaAw01>

SILVER Support (1-hour of Website updates pm)

Monthly charge – **£75** per month

Extra Hours – **£50** per hour added (on agreement)

We provide **SILVER** support to ensure the website is updated as per your requests (up to an hour of time but extra hours can be added). This can include images, page edits, adding posts or adding new functionality to your website. Site updates can be provided during the month where a charge has been paid. We will advise if we need to add another hour before undertaking work which may take us over the initial hour included.

We are happy to also help with other activities within this hour for social media and email marketing integration.

You are also entitled to a Virtual meeting each month to discuss changes or catch up on some training.

You can sign-up for **Silver** Support here – <https://buy.stripe.com/14AdRa7RcauW9Tm2JQaAw02>

GOLD Support (2-hours of Website & Marketing updates pm)

Monthly charge – **£150** per month

Extra Hours – **£50** per hour added (on agreement and when exceeded)

We provide **GOLD** support to ensure the website is updated as per your requests (up to 2 hours of time but extra hours can be added). This can include images, page edits, adding posts, adding new functionality to your website etc. Marketing pages can also be produced to better focus on offerings within your site these can also be specific landing pages.

Site updates can be provided during the month where a charge has been paid. We will advise if you may need to add any extra time before undertaking work which may take us over the initial 2 hours included.

We are happy to also help with other activities within this hour for social media and email marketing integration.

The **GOLD** Support option also includes a website presence audit, and we will provide suggestions every quarter on how the site and SEO can be optimised to provide better site engagement.

You are also entitled to up to virtual meetings if required to discuss changes or catch up on some training.

You can sign-up for **Gold** Support here – <https://buy.stripe.com/eVqeVe9Zk32u7LeesyaAw03>

PLATINUM Support (3-hours of Website & Marketing updates pm)

Monthly charge – **£200** per month

Extra Hours – **£50** per hour added (on agreement and when exceeded)

We provide **PLATINUM** support to ensure the website is updated as per your requests (up to 3 hours of time but extra hours can be added). This can include images, page edits, adding posts, adding new functionality to your website etc.

Site updates can be provided during the month where a charge has been paid. We will advise if you may need to add any extra time before undertaking work which may take us over the initial 3 hours included.

We are happy to also help with other activities within the hours for social media and email marketing integration.

This package will suit a large website that needs regular updates and constant management so the client only needs to update us on what content they would like to be added.

The **Platinum** Support option also includes a website presence audit, and we will provide suggestions every quarter on how the site and SEO can be optimised to provide better site engagement.

You are also entitled to virtual meetings as needed each month to discuss changes or catch up on some training.

You can sign-up for **Gold** Support here – <https://buy.stripe.com/fZufZiIsO7iKc1u4RYaAw04>

DIAMOND Support (5-hours of Website & Marketing updates pm)

Monthly charge - **£300** per month

Extra Hours - **£50** per hour added (on agreement and when exceeded)

We provide the **Diamond** Package to ensure the website is updated as per your requests (up to 5 hours of time but extra hours can be added). This can include images, page edits, adding posts, adding new functionality to your website etc. Site updates can be provided during the month where a charge has been paid. We will advise if you may need to add any extra time before undertaking work which may take us over the initial 3 hours included.

We are happy to also help with other activities within the hours for social media and email marketing integration.

This package will suit a large website that needs regular updates and constant management so the client only needs to update us on what content they would like to be added.

Diamond Support also includes a website presence audit, and we will provide suggestions every quarter on how the site and SEO can be optimised to provide better site engagement.

We can also provide SEO services and ensure all pages of your website stay SEO optimised. We will provide advice on improvements each month that can improve SEO and the use of your site. We can also provide Pay Per Click (PPC) or social media marketing advice and management to if you require it.

You are also entitled to virtual meetings as needed each month to discuss changes or catch up on some training.

To signup for **Diamond** Support for your website please get in touch so we can cater the service around your site.

Terms & Conditions

Platform & Hosting

All Support Services are based on your websites running on the WordPress platform with approved fully supported plugins to manage site functionality. We also require hosting to be on our hosting platform to ensure we have full control and can maintain your website correctly. In some cases, we will take on clients who have stable hosting, but they must understand some things may not be covered within the support packages.

Service Signup

To signup for support services from Bronze to Platinum

Payments

Monthly payments are collected with GoCardless via direct debit or by card via Stripe payment link and invoiced monthly for your records. At no point do we manage any part of your financial accounts or payment gateways and strict privacy details are in place to ensure we do not share any of your contact details.

Support Services are subject to change at any time, and we reserve the right to refuse service if payments are not received on time.

Communication

To manage adjustments and work requests you would like to make to your website we can receive requests via email or phone and we will transfer this into our project management system (Asana) for scheduling.

Support time Recording

As of September 2025 all support activities are recorded in our project management tool of choice (Asana) and timing is recorded using Clockify. This allows us to ensure we are capturing work undertaken and also recording any hours not used in a month.

Amounting Hours

You may amount hours on your support service which can be saved up to a maximum of 6 Hours for the Bronze package, 12 hours for Silver and Gold packages, 16 hours for Platinum and 24 hours for the Diamond package. Please be aware that if you leave or downgrade your website support these hours do not carry over and are lost. Amounted hours need to be full hours unless you are on the Bronze package where you can amount only full 30 minute slots.

Extra Hours

Extra hours can be added when a requirement for more work in a month is needed though this would need to be agreed prior to instruction of the work at a cost of £50 per hour. If the amount of time is exceeded in a support month and no prior time has been amounted to make up for the short fall the following will happen per support level:

- **Bronze & Silver Support** – All work requested will stop until the following month unless extra hours are agreed



Website Support & Management

mobile: 07786167213

email: enquiries@sorbrook.com

socials: @sorbrook

- Gold to Diamond Support – Work can continue with an additional charge of hours worked in the month to be submitted separately via invoice at the end of the month.

Contract

All services have no tie in or minimum contract length, so you are free to come and go as you please. Just be aware if you amount hours within your service having a break in payments will erase these amounted hours.

If you want to save up your monthly hours, please let us know and we will amount up to 12 hours over 12 Months. If hours are not advised to be amounted, they expire each month. Amounted hours can be used within the 12 months they were amounted. When multiple hours have been amounted, we will reserve the right to schedule these hours as work schedules permit.

Website support services do not require a contract and can be started and stopped at any time. Please be aware though any collected hours over months where they have not been used will be lost if monthly payment stops.

Pay Per Click and Social Media Marketing

We can carry out these activities as an agency to you the client all payments for campaigns will be recharged to the client. Performance for these activities cannot be guaranteed but just speculated as per all marketing strategies.