



# Clearline Studio | Service Agreement

Clearline Studio ABN 72 365 717 044 | business@clearline-studio.com.au

## Starter Website Project - Serenity Care Connection Inc

Date issued: 3 July 2026

This simple service agreement sets out the agreed scope, payment terms and responsibilities for the website project between Clearline Studio and Serenity Care Connection Inc.

**Online intake acceptance: By ticking the agreement confirmation box and pressing Submit to Clearline in the client review portal, the Client confirms they have read, understood and agreed to this Service Agreement.**

Service Provider	Clearline Studio ABN 72 365 717 044 business@clearline-studio.com.au
Client	Serenity Care Connection Inc Primary contact: Samey
Project	Starter Website design and build based on the approved concept and layout for Serenity Care Connection Inc.
Total package value	\$599 AUD
Promotional discount	-\$100 AUD
Total payable after discount	\$499 AUD
Deposit due to commence	\$300 AUD
Final balance due before launch / handover	\$199 AUD
Estimated timeframe	Within 5 business days after the signed agreement, deposit and required intake information/content have been received.
Included revision rounds	3 rounds of reasonable revisions within the agreed website scope.

## 1. Parties and project summary

The service provider is Clearline Studio. The client is Serenity Care Connection Inc. The project is a starter website design and build based on the approved Serenity Care Connection concept layout and the agreed package details set out above.

## 2. Included starter website scope

Clearline Studio will provide website design and build services for the Client based on the approved demo concept and layout. The included starter website scope is:

- Website design and build based on the approved Serenity Care Connection concept layout.
- Home page / main website sections included in the concept.

- Gallery / social media page or section, as included in the concept.
- Contact and location page or section.
- Contact form setup.
- Email notifications from the contact form.
- Google Maps integration.
- Social media links.
- WhatsApp click-to-chat button.
- Basic mobile and desktop checks before launch.
- Basic setup of page titles, descriptions and launch-ready website files.

### **3. Client content and imagery**

The Client agrees to provide the final information and content required for the website through the agreed intake process. This may include wording, contact details, social links, preferred images, logo files, organisation details and any required approvals.

The demo may include concept-style or AI-assisted images to show layout and direction. Before the final website goes live, these can be replaced with real community, volunteer and organisation photos provided or approved by the Client, wherever possible.

The Client is responsible for confirming that any supplied text, images, logos, trademarks, documents and other content may lawfully be used on the website. Clearline Studio is not responsible for copyright, privacy or permission issues arising from Client-supplied materials.

### **4. Items not included unless separately agreed**

The following items are not included in the starter website fee unless Clearline Studio agrees to them in writing or provides a separate quote:

- Ongoing website hosting, domain registration, domain transfer, email hosting or maintenance.
- Paid plugins, paid stock images, paid fonts, third-party subscriptions or provider fees.
- Professional photography, video production or advanced copywriting beyond reasonable wording refinement.
- Donation/payment gateways, ecommerce, booking systems, member portals, databases or custom web applications.
- Legal documents such as privacy policies, terms of use, charity compliance wording or fundraising compliance advice.
- Major changes to the approved layout, additional pages, new features or work outside the agreed starter website scope.

### **5. Optional maintenance, hosting and domain package**

Ongoing maintenance is separate from this starter website project. Clearline Studio may offer an optional care package at \$79 AUD per month with a minimum 4-month commitment, subject to separate confirmation.

The optional package may include website hosting support, basic website maintenance, domain setup or transfer assistance, email setup assistance, and support for a new domain such as serenity-care-connection.org if available. Exact inclusions, third-party costs and renewal terms must be confirmed separately before the Client commits to the package.

### **6. Payment terms**

- The total project fee is \$599 AUD less a \$100 AUD promotional discount, making the total payable \$499 AUD.
- A \$300 AUD deposit is required before final website build/refinement work begins.
- The remaining \$199 AUD balance is due before website launch, handover, transfer of final files, or publication to a live domain.
- Payment details will be provided on the invoice or separately in writing by Clearline Studio.

- Work may be paused if invoices are overdue or required information/content has not been provided.
- The deposit secures the project and covers initial planning, refinement and build work. Once work has commenced, the deposit is not refundable except as required by law.

## **7. Revision rounds and approvals**

The project includes 3 rounds of reasonable revisions within the agreed starter website scope. A revision round means a grouped set of changes provided by the Client after reviewing a version of the website.

Revisions should relate to the agreed layout, wording, images, details, links and styling. New pages, major redesigns, new features, or repeated changes after approval may require an additional quote before work continues.

Client approval may be given by email, message or written confirmation. Once approval is given and the website is prepared for launch, additional changes may be treated as post-launch support or additional work.

## **8. Timeline and client delays**

Clearline Studio aims to complete the starter website within 5 business days after the deposit, signed agreement and required intake information/content are received. This timeframe may change if information, approvals, images, third-party access, domain/hosting details or other required items are delayed.

## **9. Ownership, files and portfolio use**

After full payment has been received, the Client will own the final website content and final website files created for the Client, excluding any third-party assets, tools, licences, templates, software, fonts, plugins, platforms, provider accounts or materials owned by Clearline Studio or third parties.

Clearline Studio may display the completed website or screenshots in its portfolio, proposals or social media unless the Client requests otherwise in writing.

## **10. Third-party services**

The website may rely on third-party services such as hosting providers, domain registrars, form/email delivery services, Google Maps, social media platforms or WhatsApp links. Clearline Studio is not responsible for outages, account restrictions, pricing changes, policy changes or technical issues caused by third-party services.

## **11. Australian Consumer Law**

Nothing in this agreement excludes, restricts or modifies any rights, guarantees or remedies that cannot be excluded under the Australian Consumer Law or other applicable laws.

## **12. Online acceptance through the client review portal**

The Client may accept this agreement electronically through the Clearline Studio client review portal. By ticking the agreement confirmation box and pressing Submit to Clearline, the Client confirms that they have read and agreed to the scope, payment terms, responsibilities, exclusions, revision terms, ownership terms and other conditions in this Service Agreement.

If the person submitting the intake form or review portal is doing so on behalf of Serenity Care Connection Inc, they confirm that they are authorised to approve website content and accept this agreement on behalf of the Client.

A submission record, email confirmation, uploaded screenshot, R2 upload record or written message confirming acceptance may be used as evidence of acceptance of this agreement.

## **13. Acceptance**

By signing below, confirming acceptance in writing, or accepting through the Clearline Studio client review portal, the parties agree to the scope, payment terms and responsibilities set out in this agreement.

Clearline Studio	Serenity Care Connection Inc
Name: Venessa Olivier  Signature: _____  Date: ____ / ____ / ____	Name: Samey _____  Signature: _____  Date: ____ / ____ / ____
Email confirmation is also acceptable where both parties clearly confirm acceptance of this agreement.	Email confirmation is also acceptable where both parties clearly confirm acceptance of this agreement.

Independent advice: This is a simple commercial service agreement template. Either party may seek independent legal or business advice before signing or submitting acceptance.