

RETAINER AGREEMENT

Northwind Studio and Acme Coffee Ltd

Provider	Northwind Studio, 4 Mill Lane, Bath
Client	Acme Coffee Ltd, 12 Harbour Street, Bristol
Start date	1 January 2027
Minimum term	3 months

1. What the retainer covers

Each month Northwind will make available 20 hours of website and marketing support, covering:

- Website updates and small changes
- Monthly menu and promotions page update
- Email newsletter design (up to 2 per month)
- A 30-minute monthly review call

Work not listed above, such as new pages or a redesign, is quoted separately.

2. Fee and billing

Item	Amount
Monthly retainer fee	€1,600, billed in advance on the 1st of each month
Extra hours beyond 20	€85 per hour, billed monthly in arrears
Payment terms	Due within 14 days of invoice

3. Unused hours

Up to 5 unused hours roll over to the next month only, then expire. Hours are not refundable.

4. Requests and response times

Acme sends requests by email to studio@northwind.example. Northwind confirms each request within 1 business day and gives an estimate before starting anything over 2 hours.

5. Reporting

At the end of each month Northwind sends a one-page summary of hours used, work done and hours carried over.

6. Term, changes and cancellation

After the 3-month minimum term, the retainer continues month to month. Either party may end it with 30 days' written notice. Either party may propose a change to the hours or fee with 30 days' notice; it applies once both agree in writing.

7. Ownership and confidentiality

Work becomes Acme's property once the month it was done in has been paid. Each party keeps the other's confidential information private. The terms of the service agreement dated 1 November 2026 also apply.

Signatures

	Provider	Client
Name	Sam Patel	Maria Lopez
Title	Director	Owner
Signature		
Date		

This template is a starting point, not legal advice. Laws differ by country and state; have a lawyer review it before you rely on it for a large contract.