



# FAQs

## WHAT HAPPENS WHEN I SIGN UP FOR THE 100 CLUB?

The process is simple:

1. Sign up for The 100 Club via the GoCardless link that we will send to you
2. We will secure the next available project start date as soon as you complete the GoCardless link
3. Complete your Design Brief by the time of your project start slot
4. From the information provided in your Design Brief, we will produce two home page mockups for you to choose from
5. Once we have your preferred mock-up approval, we will start to build your demo site
6. We will provide you with a private URL so that you can view the build and give your feedback at regular intervals
7. When you're happy with your site, we will make it live

## HOW LONG DOES THE PROCESS TAKE?

Your project start date will be communicated to you before you sign up. From when we start on your project, the home page mock-ups usually take between 7-10 days. Once you have approved your design, the build process usually takes 6-8 weeks (subject to you having all of your content ready).

## WHEN WILL I START PAYING?

We do not start charging you until we start work on your website. When you sign up to GoCardless, this secures the next available start date. We only start invoicing you when we reach that date and start working on your mockups.

## DO I HAVE TO PROVIDE THE CONTENT?

Yes, you provide all of your webpage content. We can assist with stock images if needed, however, we strongly recommend you provide us with unique imagery where possible as this is preferred by users and search engines alike. We do offer a professional content writing service in addition to The 100 Club if you would like us to create content for you.

## HOW MANY PAGES ARE INCLUDED WITHIN THE STANDARD COST OF THE 100 CLUB?

We include up to 20 main pages and up to 10 blogs within the standard package.

## WHAT IF I NEED ADDITIONAL PAGES AND HOW MUCH DO THEY COST?

Additional pages are charged as a one-off cost and do not change the monthly price. For main navigable pages that are individually styled, we charge an additional, one-off £50 per page. For pages such as blogs or news articles that are essentially stylised once and then repeated with different content, we charge an additional, one-off £20 per page.

## WHAT ABOUT MY DOMAIN NAME?

Your domain is always yours! If you already have a domain name and access to your control panel, then we will advise you on how to point your DNS records to our server when your site is ready to go live. If you have a current web or IT company managing your domain hosting, then we will advise you on how to transfer your domain to either yourself or to us to manage. If this is the first time you are purchasing a domain, we can do this for you and manage it on your behalf.

Does this sound a bit complicated? If so, don't worry, we will talk you through everything you need to know or do.

## DO YOU ALSO PROVIDE AN EMAIL SERVICE?

No, but we do recommend using either Google Workspace or Office 365. If your current web hosting includes emails, these will need to be migrated. Don't worry if this sounds overly complicated, we will talk you through the process and can recommend a good IT support company if you don't already have one.

## ONCE MY WEBSITE IS BUILT, CAN I UPDATE IT MYSELF?

We recommend that you allow us to update your website. This is all part of The 100 Club monthly subscription. We are happy to update your website up to six times per month.

## WHAT DO YOU MEAN BY 'AN UPDATE'?

The 100 Club includes up to six content updates per month. For example, a new blog, new client testimonials, changes to existing content, new images, new events pages, etc. would all be included as content updates.

## HOW LONG DOES IT TAKE TO PROCESS AN UPDATE?

We aim to complete updates as soon as possible. Unless we let you know otherwise, updates are completed within a maximum of 3 working days. More often than not, updates are completed within 36 hours. If you have an urgent update, speak to one of our team and we will try to accommodate this.

## IS MY SITE SECURE AND BACKED UP?

Yes, we include a standard SSL certificate within the cost of The 100 Club and all of our sites and our sites are all sites backed up daily.

## WHAT IS THE MINIMUM LENGTH OF CONTRACT FOR THE 100 CLUB?

12 months - After this period, if you wish to have another website company design you a new site, then there is no charge. If you would like us to transfer your site to another provider, we charge a £500 transfer fee to cover the cost of packaging up your site, removing the old site and assisting with the migration.

## DO YOU OFFER A REFERRAL SCHEME?

Yes - If you introduce us to another company that signs up to The 100 Club, you will receive a 10% discount on your monthly subscription. Over time, if you refer ten clients, then you will receive all the benefits of The 100 Club for free!

## WHERE CAN I SEE YOUR FULL T&CS?

Our complete list of T&Cs can be found at the bottom of our website or you can get in touch with us and we will be pleased to send you a copy.



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