BUSINESS SUPPORT CLIENT AGREEMENT

When you receive business support through the Mountain Association, you are not just the receiver of services, you are in a partnership with the Mountain Association and the consultant. You have asked the Mountain Association to invest in your business or organization, and we take this very seriously. Out of respect for our staff, consultants & funders, we ask that you take your responsibilities seriously, as well.

I understand that by working with the Mountain Association to get support services for my business, I am agreeing to be responsible for the following:

1. Learn how to use the different sections of the Dashboard. We understand that people may not have strong computer skills and may feel uncomfortable with technology. We are happy to provide support in learning how to navigate the Technical Assistance (TA) Dashboard. After you’ve explored it, please let the Consulting Services Manager know if you could use some help with it.

2. Stay in communication with the Mountain Association’s Consulting Services Manager and the consultant. Good communication is essential in these projects. Being busy is not an excuse for lack of communication.

3. Keep agreements and meet deadlines, and if I cannot, I will communicate in a timely fashion.

4. Review invoices within 48 hours of the consultant uploading them. Approve if they look right or contact consultant with questions/concerns.

5. Be a responsible steward of funds: When I approve an invoice, I am confirming that the information on the invoice is accurate. For instance, if the consultant says that the logo is complete, but you have not yet approved the logo, you should not approve the invoice for payment. (If you hire someone to put a roof on your house, you would not pay them if only half the roof is installed.)

6. If I realize I am not able or willing to do these, I will let the consultant and Consulting Services Manager know that I want to withdraw the project.

7. If I do not fulfill these agreements or if I am not in communication with the consultant or the Consulting Services Manager for a period of 45 days, I understand that the Mountain Association may withdraw funding for the project.

Client name (please print) _______________________________________________________

Signature ___________________________ Date ___________________________

If you have questions concerning this agreement, please contact Ketaki Bhattacharyya, Consulting Services Manager at ketaki@mtassociation.org or 859/671-0208.