



Working With Us

This guide is intended to give you an idea of how we approach new projects and what you can expect when working with us. It also outlines key points from our terms and conditions which you should be aware of.

Workflow

Every project starts with an initial consultation between you and us. The purpose of this meeting is to get an idea of what you want to achieve with your website, and how we can provide the best solution to fulfil your goals. We can normally provide an estimate of how much we think our work will cost after this stage.

This is followed by a second consultation to work out the exact details of your project. This process will result in the creation of a Projects Requirements Document, along with an accurate quote for the work detailed in the document. On accepting these terms, signing the contract and paying the deposit, work on your project will begin.

The first stage is the design phase – during this time, we create graphical mock-ups of how we envisage your website to look. Often, seeing these mock-ups for the first time can make you rethink some ideas from the original specification, and so we allow for two rounds of amendments to the mock-up designs.

After the designs have been finalised, we will begin the development of the website. This involves writing the code to turn the mock-ups into a reality. On completion of this stage, we will arrange a meeting to walk through your website, and will make a note of any comments and feedback you have. Any action points will be acted on, and after this stage your website is ready to go live!

Where does the site get hosted once it's been launched?

This decision is up to you. Okio Studios provides a hosting package which includes all the space and bandwidth required to run your site, along with care and technical support to keep your site in top condition and to assist should you have problems or questions. There are also other companies which provide hosting – if you should choose to host your site with someone else, then on completing your project, we will upload your website to a host of your choice and hand it over to you.

What happens if I am delayed in providing you with content that is required for completion of the website, or in the event of any other delays?

As part of the requirements of your project, we will devise a work schedule to be approved by you. This will list the due dates for all the important stages of your project (including dates when changes or approvals are due), and forms a key part of the contract.

Almost always we will require written content from you to build the website, and the due dates for receiving this will be outlined in the schedule. To protect ourselves, we request that payments be made on specific dates which tie in with

due dates in the schedule, regardless of any delays which may occur on the client's side. This is to ensure the project moves along as efficiently as possible, and is not left unfinished due to delays. Of course, we will always engage in discussion should any difficulties arise from your side, but in the worst case scenario where a project has to be abandoned, we reserve the right to charge for the balance of any work we have already done.

What about if I want more rounds of changes, or I want to change my original requirements after work has started?

Where the changes you request go beyond the number of rounds outlined above, or are significantly different from the original requirements, we would normally charge an hourly rate for the extra work incurred. But don't worry – we always discuss any such changes with you before undertaking work which would incur an extra cost.

What happens if something goes wrong or needs to be changed after the website has been launched?

Depending on your requirements, we can build a content management system into your website to allow you to keep your content up to date without requiring any specialist knowledge or skills. We can of course cater to any changes that you need made after your web site has been completed, and will normally charge these at an hourly rate.

If something should go wrong with your website after it has been launched, and you are hosting the website with us, then of course any work required to correct the problem will be covered by us. If you are hosting the site with someone else, and the problem originates in the work we have done for you, then again we will carry out any additional work necessary to correct technical mistakes free of charge. However, you should be aware that there can be many reasons for problems with websites, and should a problem occur which is not caused by a defect in our work, and the site is not hosted with us, then we reserve the right to charge for any repair work required. This includes any situations where either yourself or a third party has attempted to carry out work on the website and ended up causing damage.

After the project is complete, who owns the copyright to the website?

This is an important question, and one you should be happy that you understand before the start of the project. Because we use a lot of custom-built software in our projects which we have invested a long time developing, we retain the copyright to the source code of the site once it is completed, but grant you a license to use the code in your website. This means that you are not able to duplicate or redistribute any of the source code which we have created. However, all graphics, layouts and front-end code (HTML) will be owned fully by you on completion. In addition, any materials which you provide us with will remain fully owned by you.

As website copyright ownership can be a technically complex area, we encourage you to ask us should you feel at all unclear on any of the above points or those listed in our terms.