

Retainer FAQs

How do retainers work?

A retainer reserves a set number of hours for you each month. Hours are agreed in advance and used flexibly across the month for agreed tasks.

What size retainers do you offer?

Retainers are tailored to your needs. Common options are 5, 10, or 15 hours per month, but we will agree what works best for your business.

How are retainers billed?

Retainers are invoiced monthly in advance to secure your time.

Do unused hours roll over?

Unused hours do not roll over to the next month. This helps keep capacity fair and predictable for all clients.

What happens if I need more hours?

If I have availability, additional hours can be booked at the standard hourly rate of £35. I will always let you know before exceeding your agreed hours.

Can I change or cancel my retainer?

Yes. Retainers can be reviewed and adjusted as your needs change. I ask for one month's notice of any changes or cancellation.

Is there a minimum commitment?

Some retainers may have a minimum term to allow time for onboarding and settling into a smooth working rhythm. This will always be discussed clearly in advance.

What if I am not sure a retainer is right for me?

We can start with hourly support and move to a retainer once your needs are clearer. I am happy to advise on what would suit your situation best.

How do we communicate?

I prefer clear, calm communication by email. This helps keep tasks organised and avoids interruptions.

Next steps

If you would like to discuss pricing or explore whether a retainer would suit your business, please get in touch. I am always happy to have an initial conversation to see if we are the right fit.

Cascade Virtual PA Retainer Packages

Stream Essential Support	River Ongoing Support	Ocean Priority Support
5 hours per month	10 hours per month	15 hours per month
£175	£350	£525
Light, dependable admin support for when you want reassurance rather than volume	A steady level of support for business owners who value consistency and a familiar working rhythm	Reserved time and priority support for busier business owners who want admin handled calmly in the background
Best for: - Occasional inbox or calendar support - Document formatting and updates - Transcription or one-off admin tasks	Best for: - Regular inbox and diary management - Ongoing document organisation - Admin that benefits from continuity	Best for: - Multiple regular admin tasks - Deeper familiarity with your business - Knowing time is already set aside
	Most popular	

Interested in working together?

Email me at lynn@cascadevpa.co.uk to discuss availability and support options

All packages are based on £35 per hour and are invoiced and paid monthly in advance



CASCADE VIRTUAL PA



CASCADE VIRTUAL PA

lynn@cascadevpa.co.uk
www.cascadevpa.co.uk