

Blackbaud Europe Professional and Consulting Services Terms

Please reference your SOW for a detailed description of our standard terms and conditions, as well as any custom terms agreed upon by both parties.

Services Billing Terms

a. Time and Material

- (T&M) Services will be billed monthly based on the hours entered by the project team
- Change Orders are requested and approved by You, and may impact scope, hours, and cost, thereby adjusting services terms accordingly

b. Fixed Price Engagement (FPE)

- Option 1: 50% upfront upon the Effective Date, and the remaining 50% ninety (90) days thereafter.
- Option 2: 100% upfront upon Effective Date
- Option 3: Custom Billing Terms – typically agreed for larger engagements whereby more milestones, invoices or specific payment dates are requested

Expiration of Services

Services shall expire and all services fees paid by You will be retained by Blackbaud if services are not started within one year of the Effective Date.

Exchange and Cancellations as it Relates to Services

If You cancel or exchange services for any reason, You agree to pay for:

- a. FPE - all services work already performed by Us, and any related non-recoverable travel expense.
- b. T&M - all work performed to date up to but not exceeding the T&M hours expended as of time of cancellation, any related non-recoverable travel expense, and any T&M hours needed to restore said systems/work.
- c. Capital expenditure, third party vendor or other non-services costs incurred by Us, and billable to You under terms of the Order Form or SOW.

Office Closures

Any holiday that falls on a Saturday will be observed on the preceding Friday. Any holiday that falls on a Sunday will be observed on the following Monday.

- a.** New Year's: The office will close at 3:00 pm GMT on December 31 and will be closed on January 1.
- b.** Easter: The office will be closed on the Friday before, and the Monday after Easter.
- c.** Early May: The office will be closed on the first Monday in May.
- d.** Spring Holiday: The office will be closed on the last Monday in May.
- e.** Summer Holiday: The office will be closed on the last Monday in August.
- f.** Christmas: The office will close at 3:00pm GMT on December 24 and will be closed on December 25.
- g.** Boxing Day: The office will be closed on December 26.

These Blackbaud Professional and Consulting Services Terms are subject to change in Blackbaud's sole discretion. In the event of any such change, Blackbaud shall post a revision of these Terms at <http://www.blackbaud.com/terms> and Your continued use Professional and Consulting Services shall be subject to such revised terms.