

Design Terms and Conditions

Please read these Terms and Conditions carefully as they apply to all services supplied by Design at The University of Aberdeen.

We have tried to keep these Terms and Conditions brief, easy to understand, and as straightforward as possible. If you have any questions, please contact us at design@abdn.ac.uk

What type of work can Design undertake?

- i. Design's core remit is to curate and create engaging, digital and print assets for students and staff within the University of Aberdeen and the NHS.
- ii. Design is based in the Directorate of Digital and Information Services but is permitted to create any content for any department within the University community, e.g. from Academic Staff to Students, from Support Services to Staff and Students, or from Senior Management to Senate.
- iii. We are not permitted to create branding or logo design for individuals, courses, schools, services, or any other area in the University unless expressly given permission by the Brand Team within Marketing.

What should you expect from us?

- i. We will carry out services in a professional and timely manner.
- ii. We will make every effort to adhere to any timescales we have both agreed upon.
- iii. Revisions or updates – Once you have been supplied your digital proof of your asset, any edits will be made in conjunction with the timescales already agreed.
- iv. We will maintain up to date skills and knowledge through regular training and research.

What do we expect from you?

- i. We require **one named individual** to act as our point of contact for any requested job, and subsequently becomes the 'owner' of the content. The content can consist of numerous individuals, but again, we can only work with **one named contact** so that we can ensure there are no conflicting requests from different sources, and that the whole team is aware of any requested updates.
- ii. Provide us, within an agreed timescale, everything that is required to complete your project - including text, images, and other information.
- iii. Provide text and images in standard formats.
- iv. Review our work, provide feedback, and sign-off approval in a timely manner.
- v. Make every effort to adhere to all agreed timescales.

General

- i. While we will make every effort to adhere to projected completion dates, we reserve the right to reschedule work. In such cases, we will notify you at the earliest opportunity.
- ii. If a project requires us to collaborate with other services, for example the University Photography team, the production timeframe will be dependent upon the availability of the collaborating service.
- iii. If your request is not possible by the team, we will advise and direct you to another service that can hopefully help you.

Accessibility

- i. We adhere to the University of Aberdeen's digital accessibility policy (https://www.abdn.ac.uk/staffnet/documents/policy-zone-governance-and-compliance/Digital_Accessibility_Policy.pdf).
- ii. Any asset that we create that will be hosted online e.g. PDF documents will be checked by Adobe Accessibility Checker (report added to the PDF document) and ran through Ally in addition to this.
- iii. We will always aim to have our Ally score over 70%. Anything less than that, will cause revisions to the design and layout of the asset.

Changes to these Terms and Conditions:

Design reserves the right to add, delete, or modify any provision of these Terms and Conditions at any time without notice. Failure to receive notification of a change does not make those changes invalid. These Terms and Conditions will always be available to download or print from the University of Aberdeen website.