



Terms & Conditions

1. Scheduling and Confirmation of Services

- 1.1. No services will be scheduled until such a time when the signed Acceptance of Proposal, Partner Client Information and Terms & Conditions document pages are returned to CCI Professional;
- 1.2. Any dates and/or quantity of services must be confirmed via e-mail to the client's principal consultant;
- 1.3. Services scheduled will only be confirmed by CCI Professional once payments have been received as stipulated in Clause 2;
- 1.4. Following the completion of Clause 1.1., a preliminary invoice for the full proposal amount can be generated on request;

2. Payments

- 2.1. CCI Professional requires a 30% non-refundable deposit before the confirmation of any services scheduled. An invoice for this amount will be sent to the client, once the documentation listed in Clause 1.1. has been received by the principal consultant;
- 2.2. CCI Professional may request payment in full, 5 (five) workdays before any confirmed services scheduled; however, may also invoice on actual services rendered;
- 2.3. Please take note that if the client fails to make payment in full before the deadlines stipulated, a 10% penalty fee will immediately be incurred. No further rendering of services will take place until all outstanding fees have been settled;
- 2.4. Proof of payment must be sent to the CCI Professional Chief Empowerment Officer at: connect@cciprofessional.com.
Please include your customer reference in the proof of payment as indicated on the invoice received;

3. Cancellation and/or Rescheduling of Services

- 3.1. Cancellation of services confirmed, see Clause 1.3, will result in a loss of the non-refundable deposit, including any direct expenses incurred, such as travel arrangements or material ordered;
- 3.2. Rescheduling of a confirmed GROUP service, by less than 5 (five) working days before the start date will result in a penalty fee of 30% for that specific scheduled event;
- 3.3. Rescheduling of a confirmed INDIVIDUAL service, by less than 1 (one) working day before the appointment, will result in a penalty fee of the full cost of the scheduled event;
- 3.4. Cancellation of services on the part of the client, once commenced will result in liability for the full amount;
- 3.5. Cancellation of services on the part of CCI Professional, once commenced will result in liability for only actual services rendered up till the point of cancellation;
- 3.6. CCI Professional reserves the right to postpone or cancel any service due to lack of participation, as stipulated in the *Format* sections of the proposal. In such cases the client will be held liable all for costs as indicated in Clauses 3.1; 3.2; 3.3;
- 3.7. Should any material be damaged or contain errors as a result of CCI Professional or their service providers, the stock will be exchanged at no additional cost;
- 3.8. CCI Professional reserves the right to postpone or cancel any service due to lack of participation, as stipulated in the *Format* sections of the proposal. In such cases the client will be held liable all for costs as indicated in Clauses 3.1; 3.2; 3.3;
- 3.9. Should any material be damaged or contain errors as a result of CCI Professional or their service providers, the stock will be exchanged at no additional cost.

4. Legal Declaration of Indemnity

I, the client partner representative:

- 4.1. Acknowledge that CCI Professional does not accept responsibility for damage or loss in respect of property or private belongings of the client apart from intentional and malicious misconduct;

- 4.2. Declare that I have supplied CCI Professional with all the information required to make informed decisions concerning the services requested;
- 4.3. Undertake to pay unconditionally all fees payable, as stipulated within this Terms and Conditions contract, to CCI Professional Pty Ltd;
- 4.4. Undertake to keep any information obtained from CCI Professional strictly confidential for a period of 3 (three) years from the date of disclosure. The same undertaking is given by CCI Professional towards all their clients;
- 4.5. Provide permission that confidentiality, as referenced in clause 4.4., does not limit the use of any audio/visual recordings that are exclusively utilized for the purpose of marketing, advertising and/or publication; ensuring they portray an accurate depiction of reality, does not infringe on the dignity or rights of any individual nor the organisations represented;
- 4.6. Shall ensure that all participants within the client organisation are aware of these terms and conditions, especially individual services as stated in Clause 3.3.

5. Terms of Delivery

- 5.1. Non-attendance will not result in a reduction of fees, nor will it absolve the participant or the other signatories from full liability for the payment of fees;
- 5.2. CCI Professional will as far as possible follow the agreed-upon schedule regarding services delivered. Should any unforeseen aspect infringe on this agreement, CCI Professional will immediately notify the client both via phone and e-mail to resolve the issue;
- 5.3. Amendments to a proposal or confirmed services may only be made with the written consent from both CCI Professional and the respective client partner.