

# Terms of Engagement

## Period of Engagement

This engagement will commence on payment of an advance as specified in the proposal or quote.

## Confidentiality

Information acquired while carrying out our services is subject to strict confidentiality requirements. Accordingly, it will not be disclosed to other parties except as required or allowed by law or with your express consent.

## Professional Fees

The fee arrangement is based on the expected amount of time and the skill level of staff completing the services at their respective hourly rates. If the circumstances of the services to be provided change from the original quote, a new quote will be agreed upon between the two parties before any further work is undertaken.

## Rush fees

When you book us for urgent work to meet NATA deadlines, we may charge a rush fee of \$1000 or more. We will let you know if this applies.

## Travel Costs

We charge for travel time over one hour.

## Payments

For longer projects, the invoice timing will be set out in a formal proposal or quote. We usually charge an advance payment, and work does not commence until the invoice has been paid.

**Payment terms are generally 14 days from the invoice date.** If you want longer terms, you must contact us.

If we incur any collection costs, such as legal fees and collection agency fees etc., you agree to indemnify us for all such costs.

## Responsibilities

O'Dwyer Accreditation will ensure that all services are provided in accordance with the agreed timeframe and to a high professional standard.

Please arrange for reasonable access to relevant staff members and documents and ensure that the information supplied is complete and accurate.

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## Meetings

Please give as much notice as possible if you need to change meeting times. If you or your staff fail to provide notice for not attending a booked meeting, we will invoice for the meeting and travel time. Meetings by phone or online are included in this policy.

## Cancelling the Agreement

Either party may withdraw from this agreement with notice of two weeks. In these circumstances, any work completed by O'Dwyer Accreditation will be invoiced.