



MINIMUM CHARGE AND CANCELLATION POLICY

ChartSmart Consulting Pty Ltd

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Table of Contents

1 Purpose.....4

2 Minimum charge5

3 Cancellation fee6

1 Purpose

ChartSmart Consulting is dedicated to delivering quality, value and exceptional customer service to our clients.

Whilst we aim to be flexible and cater to the needs of clients whenever possible, for practical purposes we impose a minimum charge and in some circumstances a cancellation fee will be charged.

This policy sets out the minimum charge and fees that apply in the event of cancellation of scheduled bookings.

2 Minimum charge

For practical purposes, full-day bookings are preferred. It is recognised that in some circumstances clients may require less than a full day's work. Whilst this will be accommodated if possible, a minimum charge equal to one half of the daily consulting rate will be imposed to compensate for the additional travel and additional administrative costs involved.

3 Cancellation fee

Our schedule is generally booked out several months in advance, and we regularly confer with clients in relation to forward bookings. Although we appreciate that circumstances and requirements can change unexpectedly, as a small business we are unable to absorb the cost of last-minute cancellations.

If a client's needs change and previously agreed scheduled days are no longer required, or need to be changed, we request that as much notice as possible of the change be given in order to allow us to re-schedule our bookings. If less than 7 days' notice of cancellation is given, we reserve the right to charge for the agreed day of consulting services unless we are able to re-allocate our consultant to another site, in which case a 25% cancellation fee will be charged to cover the administrative costs incurred.