

SALESITV PTY LTD CANCELLATION POLICY

Last modified 9th September 2015

What is our cancellation and non-attendance policy?

These terms apply to all SalesITV engagements unless cancellation policy has been expressly agreed in writing through the client service agreement. PLEASE READ THESE TERMS CAREFULLY.

1 Training days & sessions

We recognise your need for flexibility and the reality that training or coaching dates may need to be changed to reflect an urgent need within your business. We do our best to balance this against the fact that our training schedules are generally booked out in advance and the lost opportunity a cancelled day of training represents to our business. All training days must be booked on this basis and this policy will apply unless an alternative agreement is reached in writing. The policy we ask you to agree to on booking training days with our people is as follows:

- a) If a training day/session is cancelled any time more than 30 days from the scheduled day on which the training was to occur there is no cancellation fee.
- b) If a training day/session is cancelled between 21 days and 14 days from the scheduled day on which the training was to occur a cancellation fee of 50% of the total fee agreed will be payable. Half of this cancellation fee will not be payable where an alternative day of training is booked in.
- c) If a training day/session is cancelled between 21 days and 14 days from the scheduled day on which the training was to occur a cancellation fee of 50% of the total fee agreed will be payable. Half of this cancellation fee will not be payable where an alternative day of training is booked in.
- d) If a training day/session is cancelled between 14 days and 7 days from the scheduled day on which the training was to occur a cancellation fee of 75% of the total fee agreed will be payable. Half of this cancellation fee will not be payable where an alternative day of training is booked in.
- e) If a training day/session is cancelled less than 7 days from the scheduled day on which the training was to occur a cancellation fee of 100% of the total fee agreed will be payable. Half of this cancellation fee will not be payable where an alternative day of training is booked in.

Alternative training days must be booked within 90 days of the original scheduled day for the discounted cancellation fee to apply.

- f) In the event that any alternative training day booked due to cancellation is cancelled, the fee that would have been payable if it had not been booked will apply.

2 License fees

Your annual license is for a period of 12 months and cannot be cancelled within this 12-month period. If you have selected to pay monthly and cancel your subscription within the first 12 months, any remaining payments will become immediately due.

The Annual License Fee will remain fixed during the License Term unless you (i) extend period of time licenses required, or (ii) purchase additional licenses.