

CLIENT SERVICE AGREEMENT

To be completed by all new HCT clients. Trainer to retain this form and return to Head Office. Or Client to Mail to

HCT

Reply Paid 72169

TEMPLESTOWE VIC 3106

if trainer is not present when signing this agreement form.



Client Details <i>(Please use block letters)</i>			
Company Name			
Contact's Name			
Title (eg. Mr, Ms, etc)	<input type="text"/>	Female <input type="checkbox"/>	Male <input type="checkbox"/>
		Date of Birth	/ /
Address	<input type="text"/>		Post Code <input type="text"/>
Work	<input type="text"/>	Home <input type="text"/>	Fax <input type="text"/>
Mobile Number	<input type="text"/>	Email Address	<input type="text"/>
Website	Payment Method Cash/Cheque Money Order (please circle)	How did you find HCT?	
If a referral. Who referred you?	Trainer's Name		

SERVICE TYPE - Trainer to fill in this section:	HOURS	RATE PER HOUR

Client Service Agreement Signed Form

Client's Signature:	<input type="text"/>	Date:	<input type="text"/>
Client's Name:	<input type="text"/>		
Trainer:	<input type="text"/>		
Trainer's Signature:	<input type="text"/>	Date:	<input type="text"/>

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NOTES TO CLIENTS: (this page to be left with client)

PRICING: You should have been notified of the hourly rate at the time you first spoke with HCT or via the quote that was issued to you by email or fax. Prices are inclusive of the 10% GST.

CANCELLATION FEES:

HCT relies on appointments. HCT will charge the full hourly rate if less than 24 hours notice is given. An invoice will be issued and at the next appointment time the cancellation fee must be paid for in full. If no appointment is made after the cancellation time then an invoice will be mailed to you and payment is due within 7 days.

It is appreciated that if you cannot keep your appointment you call your trainer and advise them. If at all possible (to avoid cancellation fees) could you please notify your trainer at least 48 hours prior to your appointment time.

BY SIGNING THE SERVICE AGREEMENT:

1. The Client agrees to pay HCT at the end of each training session by either Cash/Cheque or Money Order.
2. The Client agrees that HCT will not be liable for any loss or damage that may occur either as a result of the training or troubleshooting that HCT performs.
3. HCT reserves the right to terminate or suspend this service at any time without notice or cause given.
4. The Client agrees to make their own backup of their system if software or other upgrades are to be undertaken.
5. The Client agrees to abide by any changes to these terms and conditions as may be implemented by HCT from time to time.