



GOL TERMS OF TRADE

1. PAYMENT TERMS

MATERIALS & SERVICES: Unless agreed otherwise in writing, a deposit of 50% of the Total Fee is required to confirm and hold the service dates requested in this order. In all cases the outstanding balance of the Total Fee will be invoiced on or after the Date Service is Required as above or the date our services are delivered, whichever is earlier.

DISBURSEMENTS: Expenses incurred in the fulfilment of this order (including for example, travel, accommodation, freight/courier) are due immediately, invoiced weekly and payable within 14 days of invoice date.

PAYMENT: Unless agreed otherwise in writing, payment is due and payable within 14 days of invoice date. Payments not made within the required time will be subject to a finance charge of 10% p.a. pro rata. GOL shall retain a security interest in all materials until the relevant fees have been fully paid.

2. DATE CHANGES AND CANCELLATIONS

Service rescheduling or cancellation must be made in writing (letter or email) and received by GOL prior to the Date Service is Required and a fee will be charged in addition to the Total Fee above in recognition of lost opportunity for GOL and its sub-contractors.

If notification of a date change or service cancellation is received:

- a) Within 30 days prior to the scheduled service date: 50% of the Total Fee.
- b) Within 15 days prior to the scheduled service date: 100% of the Total Fee.
- c) Coaching rescheduled or cancelled within 48 hours prior to scheduled appointment time 100% of the Total Fee.

All materials or services already delivered per this Order Confirmation or material which has been customised for the client's use and are therefore not suitable for re-sale, and any project-related disbursements already incurred remain payable in full.

3. INSTRUMENT PROCESSING

Normal instrument processing, where applicable, is included in material fees. Extra-ordinary instrument processing fees apply as follows:-

- a) For Replacement Instruments without additional processing, a fee of \$50.00 will apply.
- b) For Replacement Instruments including additional processing, the full fee will apply.

4. GOL CANCELLATIONS

GOL will use its best endeavours to deliver the services requested herein but from time to time it may be forced to cancel or postpone those services (for example due to illness, injury, death, flight cancellations or delays, or any natural event beyond its control). In the event that GOL or any of its suppliers or sub-contractors cancels its services or supplies, the client will be offered a suitable alternative. If no suitable alternative can be offered GOL will provide a full credit or refund of any fees paid for those materials or services.

5. COPYRIGHT

All materials provided by GOL are protected by international Copyright and may not be reproduced, transmitted, electronically stored or otherwise dealt with in any way, without the prior written permission of the rights holder. Participants without a relevant GOL-supplied set of material will not be permitted to attend any programme. Failure to comply with this term may result in immediate cancellation of the programme without refund and may lead to legal action.

