

## **Terms and Conditions for:**

### **Customers of Smarter Transport Solutions**

#### **Cancellation Fees & Penalties**

1. All charges and fees are payable to the Company in advance of the scheduled date for training.
  
2. In the event that the Client cancels any Services that have been agreed with Smarter Transport Solutions, (the Company) the Company will be entitled to invoice the Client with a cancellation fee at the following rates:
  - Cancellation received prior to 168 hours (7 Days) before the commencement of the delivery of the Services – 0% of the agreed Fee (plus VAT if applicable)
  - Cancellation received within 168 hours of the commencement of the delivery of the Services – 40% of the agreed Fee (plus VAT if applicable)
    - Cancellation received within 24 hours of the commencement of the delivery of the Services – 75% of the agreed Fee (plus VAT if applicable)
  - Cancellation received upon arrival at the agreed location on the actual day of delivery of the Services – 100% of the agreed Fee (plus VAT if applicable)
  
3. In the event that the company cannot deliver the Services that have been agreed with the client, the Company must provide the Company with a minimum of 72 hours' notice to cancel.