

## **Terms of Service**

By booking the services of First Class Conferencing Facilitation Inc. you are agreeing to pay the applicable fees as specified above. All prices represent the base cost for our service and do not include any modifications or add-ons. Should you need to cancel a booking, you further agree to pay a cancellation fee of 75% of the fee applicable to the services booked unless notice of cancellation is received more than 30 days in advance of the date on which the services were to be performed. You further agree to pay overtime charges if you exceed 7.5 hours on a booking. The prices of our services are subject to change.

There will be no form of video or audio recording or screenshotting throughout any Service unless specifically requested by you, the client, before the booking is confirmed. Our workers have no ability to record the video or audio on any platform by administrative default.

We will only request the information required to invoice and bill you, the client. We will not share this information with anyone outside of the company or when you pay by Credit Card, the third party we use to process Credit Card payments.

## **Cancellation Policy**

Any cancellation within 30-days' notice will be billed at 75% of the quoted fee. Cancellations 30+ days in advance will be waived. Cancellations due to death or illness can be reduced or waived entirely.

## **Overtime Policy**

Any half-day meeting hosted for more than 4 hours or full-day meeting hosted for more than 7.5 hours will incur an overtime fee at a rate of \$65/hour + HST for every hour or portion thereof.