

Complete Focus Booking Terms and Conditions:

Fees and Charges: Our hire rates, inclusions and exclusions are presented in our current price list. Under certain circumstances we will quote a special hire rate. If this occurs the rate will be identified in the booking confirmation email sent to the hirer. Room hire fees are based on the actual duration of the focus group – 30 minutes of setup time and 30 minutes of pack-up time is included in this fee but additional charges will be applied if these durations are excessively exceeded.

Payment Terms: Seven (7) days from date of invoice.

Cancellations and Postponements: We don't like charging cancellation and/or postponement fees. However, we have to charge them to stay in business. Please refer to our pricelist for our current cancellation policy.

Respondent Privacy Disclaimer: When hiring our rooms and using our recording facilities and/or live streaming equipment, the hirer is solely responsible for the information they receive and/or transmit. We have no ownership of the information or knowledge of the contents or involvement in the creation of the knowledge. If any privacy issues exist as to the use of the information they are solely the responsibility of the hirer.

Accounts Overdue 60 Days: In the event where an overdue account is referred to a collection agency and/or law firm, the hirer concerned will be liable for all costs which would be incurred as if the debt is collected in full, including legal demand costs. Overdue accounts will be subject to interest at the rate of 13% p.a., calculated for the period from when the account is due until the date it is paid.