



Terms & Conditions

Donna's bookings are managed by Michael Scruse, at People with PEP. Generally,

- A pencil booking will be made should you wish to make a tentative booking. Michael will keep this booking for you, as far as reasonably possible. In the event that another client seeks those same dates, Michael will contact you beforehand to discuss the situation.
- Once you are ready to confirm the booking, an invoice for 50% of Fees, and a Booking Agreement, setting out your requirements, will be sent to you. Once the Agreement has been signed, and the deposit has been paid, the booking will be treated as Confirmed.
- The balance of 50% fees is due seven (7) days prior to the presentation/ training/ facilitation date.
- Expenses will be claimed in a third and final Invoice subsequent to the event.
- Expenses include:
 - Hotel expenses. These should be charged to your "Master Account" where possible. When booking a room for Donna, please ask for non-smoking.
 - Airport Transfers (please supply cab charge vouchers if possible)
 - Flights
 - Food and Beverage (excluding alcohol)
- Flight Information
 - Donna flies Economy Class to the Eastern States and South Australia, and Business Class to Western Australia and the Northern Territory
 - Donna flies Business Class to all International destinations
 - Donna McGeorge is a Qantas Frequent Flyer. Her number is 1836762
- Fee Arrangements
 - The investment required to secure Donna's services is open to negotiation, with a view to arriving at an arrangement which suits the client. Please ring or email Michael in this regard
 - Donna does NOT charge for travel time, nor for preparation time unless significant, client specific content is required
 - Commitments involving several days work will be discounted
 - Donna enjoys working with non-profit/government organisations, and the Delivery Fee is considerably discounted from the Standard Fee, in discussion with each organisation.
- Recording and Copyright
 - Donna is reasonable when it comes to recording her presentations, however her express permission is always required beforehand regardless of the recording format and some strict conditions as to distribution will apply. Please call us beforehand if you are intending to record the presentation.
 - Flash photography is fine, though only with the permission of the group, and none are to be taken during the initial 10 to 15 minutes of a session, so as not to distract the participants.
- Marketing
 - Donna expressly does NOT use any event as an opportunity to market any of her material.
 - If the client wishes to do so, they may draw attention to Donna's
 - Donna will only mention her website or products in informal conversations and only in direct response to someone asking whether she has a website, or where they ask for information about upcoming courses and the like.
- Cancellations
 - Deposits are not refundable in the event of a cancellation. However, they may be carried over to another booking.
 - Full fee is payable for cancellations made within fourteen (14) days of a presentation/training or facilitation.
 - If, due to unforeseen circumstances, Donna is unable to conduct a presentation, all fees will be returned in full.