



## Payment Terms & Conditions

1. Thawun Consultancy reserves the right to request:
  - Full payment upfront;
  - A deposit to secure bookings; or
  - Progress payments for larger projects, programs, or ongoing consultancy services.
2. Bookings may not be confirmed until payment arrangements have been finalised and any required deposits have been received.
3. Any additional services requested outside the agreed scope of work, including administrative support, coordination, reporting, venue management, participant management, travel coordination, or additional facilitation hours, may incur additional charges.
4. Learner Access Passes (LAPS) associated with Mental Health First Aid Australia training will be passed onto the client for reimbursement where applicable.
5. Travel, accommodation, venue hire, catering, printing, postage, and other approved operational expenses may be invoiced separately unless otherwise specified within the quotation or service agreement.
6. A late payment fee may be applied to overdue invoices not paid within the agreed payment timeframe.
7. Where invoices remain unpaid, Thawun Consultancy reserves the right to:
  - Suspend or postpone services;
  - Withhold certificates, reports, or deliverables;
  - Cancel future bookings;
  - Refuse future services; or
  - Commence debt recovery action where necessary.

8. Any costs associated with debt recovery, collection agencies, legal action, or recovery processes may become payable by the client where permitted by law.
9. Clients are responsible for ensuring all billing information, purchase orders, and invoicing details are accurate prior to payment processing.
10. Cancellation fees, refunds, credits, and rescheduling arrangements are managed in accordance with the consultancy's Cancellation & Refund Policy.
11. All prices quoted by Thawun Consultancy are subject to applicable GST where required under Australian taxation legislation unless otherwise stated.
12. Payments may be made via approved payment methods outlined on issued invoices.
13. By engaging services with Thawun Consultancy, the client acknowledges and accepts these Payment Terms & Conditions.

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