



Terms & Conditions for Joanne Baker

Thank you for your business. Please find listed below terms and conditions:

1. Joanne Baker is not confirmed for an engagement until a signed agreement and 50% deposit has been received.
2. The 50% balance of payment is **due on the day of the event**. Receipts will be issued on request.
3. Australian copyright laws prevent recording of the presentation in any means including digital, audio, video recordings without the express written consent of Joanne Baker.
4. Cancellation fees do apply to bookings, specifically:
 - a. In the event of cancellation by The Client, the 50% retainer is not refundable. In the event of cancellation by The Client less than one week before the engagement date, the full fee is payable.
 - b. In the event of cancellation by Joanne Baker, all monies paid will be refunded to The Client. Where possible and if The Client so chooses, an alternative speaker may be provided in lieu of the refund.
5. Payment Options available to you:
 - a. Mail Cheque – Please make cheque payable to Mindset Mentor and post to PO Box 4332, Knox City Centre Vic 3152.
 - b. Electronic Funds Transfer – please deposit directly into the Mindset Mentor account. Details as follows: Mindset Mentor, ANZ Bank, Wantirna South, BSB: 013 433, Account Number: 4792 73691.

Please advise The Mindset Mentor office via email info@mindsetmentor.com.au to confirm transfer of funds into the account.

6. Accommodation Charges: The hotel should be instructed to have all charges for Joanne Baker for appropriate night(s), charged to your master account. These charges include room charge and food, but not long distance calls, alcohol or charges to gift shop.

7. Where required, The Client will organise a taxi or a car and driver to transfer Joanne from the airport to the venue and return. Cab/Taxi vouchers are an acceptable alternative.
8. Joanne Baker is welcome to invite up to 3 guests to watch Joanne's sessions only. These guests need to be approved by the client and come from non-competitive industries. These guests will attend Joanne's sessions only.
9. An approved order form for sale of Mindset Mentor products will be included in the client handout and mentioned only with express permission of The Client. Joanne will bear all costs associated with this handout.

Your business is important to us and we want to ensure this agreement reflects our desire to exceed your expectations in every way. If you have any concerns or questions regarding this agreement, please contact our office on 1300 667 829 or info@mindsetmentor.com.au.