

## DIRECT DEBIT: TERMS & CONDITIONS

### D&M CONSULTANTS & COUNSELLING

*\*\* For full conditions on our service delivery, please refer to the Service Agreement document.*

#### I. FEES FOR SERVICE

- 1.1. Fees must be paid in the full amount as quoted by D&M Consultants, or as per the Ezypay payment plan, as agreed to via the online portal.
- 1.2. In the event that fees are not paid in full by the nominated time, the Client will be charged in accordance with Ezypay's 'Failed Payment Fee' (as per Ezypay's online portal).
- 1.3. In the event that a client does not attend a scheduled session (regardless of the reason), their direct debit payments will still occur.
- 1.4. In the event that D&M Consultants are required to terminate a client based on any of the reasons listed in clauses 2.1- 2.8, clients will still be required to pay the remainder of the agreed upon counselling package/REFRAME YOUR LIFE Program.
- 1.5. Should a client exit the program early with agreement from D&M Consultants (with special exception), their direct debit repayments will be paused until they can re-commence their scheduled group/individual sessions.
- 1.6. No refunds will be offered for payments which have occurred via Ezypay.

#### 2. GROUNDS FOR DISCONTINUING A SESSION AND/OR WITHDRAWING THE SERVICE

*The Service and/or the Facilitator reserve the right to suspend or terminate the use of the Service at any time. Reasons for terminating or suspending the Service include but are not limited to the following circumstances:*

- 2.1. In the event that three (3) sessions are cancelled by the Client.
- 2.2. In the event that we have made contact with the Client on numerous occasions regarding punctuality.
- 2.3. In the event that the Client displays aggression or makes threats towards other participants or displays any behaviour perceived as threatening, uncooperative or inappropriate towards the facilitator/s, either in person or via correspondence.
- 2.4. In the event that the facilitator forms the view that the Client is under the influence of alcohol or drugs.
- 2.5. In the event that any criminal acts are attempted or committed during a session.
- 2.6. In the event that payment is in arrears.
- 2.7. If ongoing medical exemptions are received or no medical certificates are received when a cancellation for medical reasons occur.
- 2.8. In the event of a breach of any of the terms and conditions as set out in the Service Agreement (to be signed at the time of Intake).