

## DSG L&M Consultancy Services Cancellation Policy

January 2019 v1

Role/Assignment	Description	Notice Period	Cancellation Fees
<ul style="list-style-type: none"> <li>• Non-Executive Director/Chair</li> <li>• Interim Director, Leader or Manager</li> </ul>	Retainer	N/A	100%
<ul style="list-style-type: none"> <li>• Non-Executive Director/Chair</li> <li>• Interim Director, Leader or Manager</li> </ul>	Day rate	> 60 days' notice 30-59 days' notice 14-29 days' notice 7-13 days' notice <7 days' notice	0% 40% 60% 75% 100%
<ul style="list-style-type: none"> <li>• Consultancy Services</li> <li>• Project Management</li> <li>• Group Training</li> <li>• Other Services</li> </ul>	Day rate	> 60 days' notice 30-59 days' notice 14-29 days' notice 7-13 days' notice <7 days' notice	0% 30% 50% 75% 100%
<ul style="list-style-type: none"> <li>• One to One Coaching</li> <li>• One to One Mentoring</li> </ul>	Hourly rate	> 60 days' notice 30-59 days' notice 14-29 days' notice 7-13 days' notice <7 days' notice	0% 0% 40% 70% 100%
<p><i>Unless other specific terms are agreed and included in the contract between the two parties and signed by both parties prior to commencement of the work/assignment.</i></p>			

### Special considerations:

Special consideration will be given in the following circumstances, this may result in a reduced cancellation fee or in a small minority of cases the fee being waived.

- If the work is rescheduled within the same calendar month
- Bereavement
- Health related issues
- Short notice external audit

### Other costs:

- Any costs incurred prior to the cancellation will be charged to the client, e.g. train tickets, tolls, resources etc.