

Ethical Edge Solutions Pty Ltd

Strategy Session— Terms & Conditions

1. What This Session Is (And isn't)

This 15-minute call is your chance to ask questions, get clarity, and see if our automation and AI tools could be a smart fit for your business. It's free, fast, and has no fluff, but it's not a consultation or custom-build call.

2. Who Should Book

This session is for business owners (or key decision-makers) actively exploring smarter ways to automate and grow.

3. No-Show Policy – Don't Be That Person

We get it — things come up. But when someone repeatedly doesn't show up, it stops someone else from getting help.

- Miss one session? No worries. Life happens.
- Miss two or more without notice? You'll need to pay \$55 upfront to book again (refundable if you attend).
- Habitual ghosting = banned from future bookings—Fair's fair.

4. Need to Reschedule?

Please use the link in your confirmation email to reschedule. We ask for at least 24 hours' notice to offer the spot to someone else.

5. Boundaries Matter

These sessions are to assess fit only. We won't solve complex problems, build workflows, or offer legal or financial advice during the call. Those services come later — and with a plan.

6. Respect & Responsibility

By booking, you agree to show up on time, be ready, and respect our team's time and expertise. In return, we promise to bring the value, the smarts, and the next steps if we're the right fit.

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Discovery Session– Terms & Condition

1. What This Session Is

This Discovery Session is where we deep dive into your business, your workflows, and your goals to scope out what you need — and how we can deliver it. It's where we gather the info to prepare a tailored quote for your AI and automation solution.

This is not a free call — it's a working session that requires your full attention

2. Payment Terms

To confirm your Discovery Session, full payment of \$170.50 + GST is required at least 48 hours prior to your scheduled meeting.

- You'll receive an invoice via email immediately after booking.
- If payment isn't received within the 48-hour window, your session will be automatically cancelled.
- Payment is non-refundable if you cancel within 24 hours or fail to attend.

7. No-Show Policy – Respect the Process

We prepare in detail for every Discovery Session to make sure it's productive for both sides.

- No-shows or cancellations within 24 hours of the scheduled time will result in the full session fee being forfeited.
- One reschedule is allowed with a minimum of 24 hours' notice.
- Continued no-shows or rescheduling without notice may result in refusal of future services.

8. What's Included

This session includes up to 45 minutes of dedicated consultation time where we:

- Map out the current pain points
- Identify opportunities for automation
- Define the scope of what's needed
- Answer initial questions (non-technical)
- Begin outlining your project roadmap

9. What's Not Included

This session does not include custom development, building automations, technical support, or training. Those services are scoped and quoted after the Discovery Session.

10. Your Responsibilities

By booking this session, you agree to:

- Pay on time
- Show up prepared and on time
- Provide clear information about your business
- Respect the time and boundaries of this consultation

11. Our Right to Refuse Future Bookings

We reserve the right to decline future bookings for clients who fail to meet these terms or misuse our service.