



## **Bookings, travel costs and cancellations**

Revised August 2011

### **Turning Forward fee structure**

All amounts in Australian dollars. Add GST in Australia.

- On-site day rate \$1,700.00. Please contact me for corporate rate.
- Course and workshops may be charged out at a different rate, on a whole-event basis, in conjunction with the organisation.
- Phone/Skype coaching rate (per session) - \$140.00 plus cost of call.
- Off-site work, document and report writing rate - \$1,000.00 per day.
- Within Australia - cost of interstate flights, transfers, accommodation and board are not included in above rate, and are billed at cost.
- International travel cost structure is calculated as cost of travel shared between participating organisations. Local transfers are charged to the particular organisation at cost. Accommodation and board is not included in the fee. It is charged at cost if not provided by the organisation.
- Variations can be requested and negotiated on a case-by-case basis.
- CQL Consults and trainings incur additional licensing fee to CQL. Please contact me for details.

### **Early bird bookings**

Bookings confirmed one year in advance receive an early bird discount of 10%.

### **How to make a booking**

Please contact me by email, skype or phone. Dates are secured on a first-come-first-serve basis. For engagements requiring interstate or international travel, final confirmation is required in writing before flight tickets are paid for and issued. Please refer to the Turning Forward online calendar page [www.turningforward.org/calendar.html](http://www.turningforward.org/calendar.html) to check upcoming travel routes.

### **International travel**

I plan international travel route in one continuous direction to minimise my flight time and your cost. Cost of travel to you = Cost of roundtrip ÷ number of on-site days confirmed in total = travel rate per on-site day x number of your onsite days. You will be invoiced for your portion of international travel + additional flights and transfers that are not on the international route.

## Changes and cancellations

Turning Forward is responsive to your rhythm, preferences and the unexpected. Thus flexible arrangements approach to make it easier for you to negotiate the multiple pressures of work and life.

In order to guarantee a trustworthy service, which is both reliable and flexible for a wide range of people in different contexts, countries and time zones, please take note of the following guidelines for cancellations, which I use as a guide:

- Cancellations with less than a months notice may incur up to 50% cancellation fee.
- Cancellations made within 48 hours may incur up to 80% cancellation fee.
- Cancellation of a confirmed booking that involves international travel may require me to change the travel route. If the ticket has already been issued and paid for, cancelation may result in an airline penalty and if so, you will be required to cover it. This can be anything from zero to \$1,000.00 depending on airline rules at the time. You may also be asked to pay a 15% cancellation fee if your booking cannot be filled by another organisation.
- Changes and late bookings requested after ticket has been purchased will be accommodated where possible. This may incur an extra cost for flight change and administration if relevant.
- A coaching session missed without notice may be charged at full rate.

Please do let me know of any changes immediately. Thank you!

Julia