



# Terms and Conditions Security and Allied Services

## Terms and Conditions

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Any quotation and subsequent variations and or services provided by ACES are subject to the terms and conditions detailed below.

1. Definitions: In the context of this agreement:
  - 1.1 "Customer" refers to the customer signatory placing the order for security activities or any authorised representative appointed by the customer.
  - 1.2 "ACES" means Australian Concert & Entertainment Security Pty Ltd & Australian Concert & Entertainment Services Pty Ltd. ACES also trades as Secure Domain.
  - 1.3 "Security Activities" means those activities as defined in the Security Industry Act 1997 (and amendments).
2. Adjustments to the dates and hours may require requote.
3. Quotations are valid for 14 days from the published date, unless otherwise agreed in writing.
4. Invoice term Net 7 Days or as formally agreed.
5. Payment can be made via EFT, Mastercard, Visa or Cheque. Please make cheques payable to Australian Concert & Entertainment Security.
6. Any expenses, costs or disbursements incurred by ACES in recovering any outstanding monies including debt collection fee's and Solicitor costs shall be paid by the customer, providing that those fees do not exceed the scale charges as charged by that Debt Collection Agency/Solicitor plus any out of pocket expenses".
7. Quoted rates are valid for all hours worked excepting public holidays.
8. Agreed additional hours will be charged at the same rate excepting public holidays.
9. Late calls (less than 24 hours notice) will be charged at quoted rate plus 25%.
10. In the event of cancellation a minimum of 6 hours notice must be provided prior to commencement of each shift otherwise the minimum call will be invoiced.
11. ACES have a minimum 4 hour call out for personnel unless otherwise agreed in writing.
12. Incidental expenses incurred on your instruction will be invoiced separately.
13. The Customer agrees that, to the extent permitted by law, ACES is not responsible for any loss or damage arising directly or indirectly out of, or in connection with, the provision of security activities by ACES to the customer, other than any loss or damage resulting from the wilful, unlawful or negligent acts of ACES or its employees.
14. The Customer agrees to indemnify ACES against all proceedings, actions, claims, demands, losses, damages, costs and expenses, which may be made, brought against, suffered or incurred by ACES which arise directly or indirectly out of or in connection with the provision of security activities by ACES to the Customer, other than any direct loss or damage resulting from the wilful, unlawful or negligent acts of ACES and its employees.
15. All documentation, plans, maps, procedures et al. provided by ACES as part of the engagement are subject to the conditions of the Intellectual Property and Copyright Terms and Conditions (refer [www.acesecurity.com.au](http://www.acesecurity.com.au)) and your acceptance of this quotation and or engagement of ACES for the provision of Security and allied services reflects your agreement of these terms and conditions.
16. Security and allied services includes but is not limited to supply of security, event services, traffic control, training services, event personnel, subsidiary equipment and all documentation associated with the provision of such services.

## Notes

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PLEASE REMEMBER, if you do find that our quote does not stand up to someone else's, give us a call to make sure their service is of the same type and quality as ours. We are never beaten on service and value.

ACES adheres to all industry standards, is fully Licensed (2A Consultants License No 407677443) complies with all Industrial Relations policies and has a registered EA (2007) is fully covered for Public Liability Insurance (\$20 million) and Workers Compensation Insurance and is a member of the industry regulatory body ASIAL.

The supply and provision of security guards does not guarantee an incident free or safe environment. Clients are reminded to assess the risks involved through the risk management process. Some risks such as crowd behaviour and other incidents are unable to be controlled by security application.

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**Australian Concert and Entertainment Security Pty Ltd - T/as** : Event Force | Avert  
Risk Management Services Assure Event  
Safety Services | Secure Domain | Alleviate  
Event Administration and Logistics.

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