



Terms and conditions

Christine Allen, T/A Solas Media Solutions, is not liable for any actions taken, or indirect outcomes of actions taken, by clients who engage our services and/or website/social media users who choose to action information on the sites.

Solas Media Solutions is not responsible for the consequences of the use, or non-use, of any information provided by Solas Media Solutions, either in person or on or through its website or social media, by clients who engage our services and/or website users.

Clients and/or website users must take full responsibility for any actions taken which involve a third party.

Clients and/or website users agree to use their own judgment and due diligence before implementing any idea, suggestion or recommendation from our website, workshops, consultations, or any other service provided by Solas Media Solutions, to your business.

CONFIDENTIALITY

Consultations with Solas Media Solutions, either by phone, in person, online or by email, are deemed confidential. Clients are not permitted to forward written information, or emails from Solas Media Solutions meant for the client, to third parties. This includes press releases. (Please save press releases to desktop and send fresh emails to media outlets.)

WORKING WITH SOLAS

Solas Media Solutions requests that clients let Solas know about any contact with media which falls outside of the Solas/Client arrangement, as soon as contact is made. In the interest of efficiency, Solas Media expects clients to respond to emails or calls in a timely fashion.



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PAYMENT AND PITCH SUCCESS

Payment is made for work completed as per the agreement and is not subject to outcomes controlled by third parties, e.g. securing interviews, printing press releases, front page placement, online uploading or prime print or online spaces. Payment for press release writing and distribution is due on distribution of press releases and must be made as per invoice, whether or not outlets use press releases or not.

Solas Media Solutions may offer to 'sound out' national media outlets in a bid to avoid clients having to pay high fees for unsuccessful pitches.

In these situations, once the client has agreed to proceed with a pitch, the client **MUST** proceed with the media coverage contract for that outlet should the outlet accept the pitch.

Should the client change their minds **AFTER** a Solas pitch has been successful, the full quoted price of the service must be paid to Solas Media Solutions, with the only exception to this being the cancellation of media contracts due to serious illness or death of the client, or immediate family.

Solas Media Solutions may charge \$95 per hour (GST incl) for time spent on unsuccessful pitches which exceed the usual allocation of time for pitches.

Clients will be advised by Solas Media ahead of these types of pitches.

PHONE AND EMAIL SUPPORT

Solas Media Solutions offers phone and email support as part of some Solas services. While Solas Media aims to respond immediately to client requests, it is expected that Solas is allowed reasonable time to respond to such queries. Solas support is available as per agreement and in support of existing coaching or media relations services' programme only, and will not be offered to provide additional or new skills to the client where such additional services and coaching are available for purchase by Solas.



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NON PAYMENT

Payment is due on the morning of service or product delivery, or as per invoice. If payment is not made after repeated reminders and requests for payment, the debt will be passed over to debt collection services at week 6, at the cost of the debtor, with an additional 20% late fee penalty per month.

Clients in arrears, who make no effort to resolve non-payment through a payment plan, will also lose phone and email support services of Solas Media until the debt is paid.

TERMINATION OF CONTRACTS

Solas Media Solutions reserves the right to cancel contracts with clients who behave negatively with Solas Media Solutions, in public, or with media, or bring the company name of Solas Media Solutions into disrepute, or for non-payment. Solas Media Solutions reserves the right to cancel these contracts before scheduled work has been completed and the client must pay Solas Media Solutions for all completed work as agreed.

Clients may terminate their contract with Solas Media Solutions by giving two weeks' notice, however, payment must be made for all services provided upon delivery, and for any billable hours worked by Solas Media Solutions on behalf of the client on any services earlier agreed by the client.

APPOINTMENT CANCELLATION

Solas Media requires clients to give at least 24 hours notice if canceling an appointment. If payment has already been made, the appointment will be rescheduled as soon as Solas Media Solutions can schedule an appointment.