

Agreement between Referring Agents and Niseko Chiropractic Terms and Conditions Winter 2018-19

Please read the following Agent Booking Terms and Conditions. If you have any questions please contact us. Once signed this agreement can be returned to us by email to info@nisekochiropractic.com

COMMISSION RATE	10% of gross services rendered when booked through the Roomboss system or via our own online bookings system.
PAYMENT	Invoiced at the end of each calendar month
PAYMENT TERMS	2 weeks from invoice date
CANCELLATIONS	100% becomes non-refundable if less than 12 hour' notice given. Waived in exceptional circumstance.

1. TERM OF AGREEMENT

- a. This agreement is valid for lessons for winter 2018-19. If there are no concerns or desire to change the agreement from either party up to prior to the end of contract of 31 May, 2019, this contract will be extended for one year with the same contents.
- b. Either party may cancel this agreement with 30 days written notice.

2. RATES AND INVOICING

- a. The Gross Total for a booking shall be the Gross treatment service rate less any specials or discounts.
- b. All charges and payments outside the Roomboss system to be in Japanese Yen and be paid to our Japanese bank Account via the Roomboss payment or by direct deposit.

3. NISEKO CHIROPRACTIC SERVICES

Please see the [www.nisekochiropractic](http://www.nisekochiropractic.com) website for up to date product details.

Hours of operation for Agent booking online booking are 24 hours but hours for services will provided will be variable over the holiday period.

Available operating hours will be updated regularly here
<https://nisekochiropractic.com/opening-hours/>

3 slots per day will be available as “ **Book and pay appointments** “ but other times may be possible. You are most welcome to send a booking request for particular time not shown to be available and we can try to accommodate your client’s needs.

4. Clarification of Commission

- a. Niseko Chiropractic will pay Agents a commission of 10% for services rendered when booked through the Roomboss portal
- b. Repeat bookings. Any bookings made again through the Roomboss system by the agent shall be subject to the same terms and conditions of the initial rate.
- c. Repeated private bookings. Niseko Chiropractic will encourage all guests to book any repeat consultations through their reception roomboss portal service.

In the unlikely event an additional service not booked through the Roomboss system as an expression of goodwill Niseko Chiropractic agrees to pay the referring agent a 10% **commission** on all future bookings for that client in a given season. This amount will be noted and deducted from the monthly invoice.

5. Booking Procedure

- a. Referring agents are directed to use their Roomboss online booking portal if available. Should a refereeing agent not have Roomboss online bookings can be made on the Niseko Chiropractic website <https://nisekochiropractic.com/about-us/appointments/>
 - Please add “Booking from Agent XXX “ on the additional booking information so we can accurately attribute your commission.
- b. Once a booking is made they are subject to our cancelations terms explained in part 8 of this document.
- c. Niseko Chiropractic endeavors make contact with both the to manually confirm the booking as soon as possible. When are a booked time cannot be delivered we will contact the referring agent as soon as possible and solve the issue quickly.
- d. In some rare instances it is not appropriate to deliver the requested treatment and the client may need referral to a Doctor, hospital or other practitioner for further evaluation or the client may be intoxicated etc. In this case consultation and examination fee of **8,000 yen** remains chargeable and the client will be should refunded the difference.

6. CANCELLATION BY THE AGENT

1. Cancellation will be considered as taking effect on the day that you cancel the reservation within RoomBoss or notice is received via email info@nisekochiropractic.com in which the RoomBoss booking ID is quoted.
2. Cancellations are accepted anytime up until 12 hours before the time booking time. Any cancellations within 12 hours are subject to a 100% cancellation fee
3. In cases we reserve the right to cancel your reservation and provide a refund. Cancellation by us is extremely unlikely, but may occur as a result of circumstances such as but not limited to acts of nature that we are unable to control. In such case we will notify you in writing, the booking will be fully refunded

AMENDMENT BY THE AGENT

1. Amendments must be made using RoomBoss, or if you are unable to amend using RoomBoss then via email to info@nisekochiropractic.com in which the RoomBoss booking ID is quoted.
2. Amendments will be subject to reconfirmation by us.
3. An amendment with less than 12 hours' notice will still be considered a cancellation but the cancellation fee may be waived once as a gesture of goodwill.

PAYMENTS

1. You agree to pay according to the due dates of invoices that we issue to you.
2. All payments are to be made by the **Square** Roomboss payment gateway or by bank transfer to the account details provided by us in our invoice(s).
3. We will bear charges levied by our bank for the receipt of a bank transfer. You agree to cover all other charges including those levied by your bank and any interim financial institutions.

If paying by **direct deposit** Niseko Chiropractic banks details are

Shumishin SBI Net Bank Ringo Branch (**105**)

Account number: **8394589**

Name: **VERCO BRENT PRESTON**

AGENT RESPONSIBILITY

1. All bookings are subject to these Terms and Conditions.
2. **The Agent and their customers accept these Terms and Conditions in full when a booking is made with Niseko Chiropractic.**

3. It is the responsibility of the Agent to inform their customers of Niseko Chiropractic these Booking Terms and Conditions. If your customer is not aware of these conditions then the agent will bear responsibility.

PRECEDENCE

1. This document takes precedence over previous documents and terms and conditions presented via our website or within RoomBoss.

The Agent agrees to these Terms and Conditions

Agent Company Name
Name and Title of Authorized Representative
Signature
Date
Email
Telephone
Emergency contact telephone (including after hours if possible)

We look forward to working with you and to providing quality service to your customers.