

## **RHINOPLAY MAINTENANCE CHARGES**

Works will be billed from the booked starting time even if the customer is not at the premises on time or if access to the work area is not available for any other reason out of our control.

### **LABOUR CHARGE OUT RATES**

8am to 5pm (Mon-Fri)	\$60 p/hr
6am to 8am or 5pm to 7pm (Mon-Fri)	\$90 p/hr
7pm to 6am (Mon-Fri)	\$150 p/hr

### **TRAVEL CHARGE OUT RATES**

Within 30km of Rhinoplay's Head Office each way (as determined on [www.whereis.com.au](http://www.whereis.com.au)) = \$1 p/km (minimum \$25)

Further than 30km from Rhinoplay's Head Office each way (as determined on [www.whereis.com.au](http://www.whereis.com.au)) = \$1 p/km up to 30km and \$0.80 for each km over 30km but less than 100km

If you are located further than 100km from Rhinoplay's Head Office, travel will be charged on a quote only basis.

### **RAIN DELAYS**

If there is intermittent rain while a member of the Rhinoplay Maintenance Team is onsite and it is determined to be unsafe to continue working, the job will be rebooked for another suitable time. You will be billed for the time already spent onsite.

If it is raining on the day that your job has been booked and it is determined prior to the Rhinoplay Maintenance Team member leaving to attend your site that the rain has made the site unsafe to work on, your job will be rebooked to a more suitable time, free of charge.

### **CANCELLATION OF BOOKINGS**

Bookings may be cancelled or changed at no charge if 24 hours notice is given and you are located within a 100km radius of Rhinoplay's office.

If you choose to cancel your booking without providing 24 hours notice, a \$25 callout fee will be charged.

**EXAMPLE OF TRAVEL COST – SITE 1**

From: Rhinoplay Head Office, ST PETERS  
 To: Site 1, GRANVILLE

Distance: 27.53km



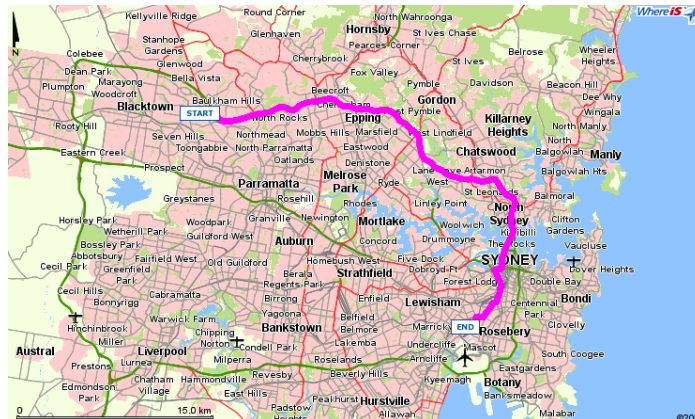
As the distance is less than 30km from Rhinoplay’s Head Office, the travel will be charged at \$1.00 per/km each way.

Total Distance:	27.53km x 2 (return trip)	=	55.06km
Charge:	55.06km x \$1.00 p/km	=	<b>\$55.06</b>

**EXAMPLE OF TRAVEL COST – SITE 2**

From: Rhinoplay Head Office, ST PETERS  
 To: Site 1, SEVEN HILLS

Distance: 41.21km



As the distance is greater than 30km from Rhinoplay’s Head Office, the travel will be charged at \$1.00 per/km for the first 30km and \$0.80 for each km above that.

Total Distance:	41.21km x 2 (return trip)	=	82.42km
Charge:	60.00km x \$1.00 p/km	=	\$60.00 (return trip)
	22.42km x \$0.80 p/km	=	\$17.94 (return trip)
		=	<b>\$77.94</b>