

Cyber Circus Membership Terms and Conditions

A Cyber Circus in Brief

Members must: -

- Be residents of Tasmania.
- Be responsible for the cost of their own telephone calls.
- Have approval of parent or guardian if under 18.

Benefits of A Cyber Circus Membership are: -

- Free telephone support.
- Computer lessons at a reduced rate.
- Face to face computer support and home visits at a reduced rate.
- Web page design and or lessons at a reduced rate.
- Hardware and software supplied at cost.
- Pricing information.

Details and conditions for the above services are listed below. A Cyber Circus reserves the right to vary terms and conditions without notice.

COST

Membership of a Cyber Circus costs \$250.00 per year. A \$50.00 joining fee is waived on the first occasion but is charged on existing memberships, which are not renewed before the expiry date. Annual renewal fees are subject to change without notice. Any increase in fee will only apply when membership is renewed.

Telephone Support

Membership entitles financial members to telephone support.

There is no guarantee that support will be available at any particular time but members have an invitation to call between the hours of 8:00 AM and 10:00 PM any day of the week

There is no guarantee, that we will be able to solve your problem.

Calls to A Cyber Circus support are free for the first 15 minutes.

There is no set limit to the number of times a member can call but A Cyber Circus reserves the right to restrict the number and duration of calls for members who we feel are abusing the service.

Computer Lessons

Computer lessons, normally \$35.00 per hour, are discounted for members to \$25.00 per lesson. Member's lessons are also extended to an hour and a half including a ten-minute break. Additional time is usually charged at \$25.00 per.

Computer Support, Service Calls and Home Visits

Face to face, computer service, support and home visits are usually charged at \$35.00 per hour. However, A Cyber Circus members receive these services at the reduced rate of \$25.00 per hour. Traveling costs, negotiated at the time of booking, may apply.

Web Page Design

A Cyber Circus will empower members to build and maintain their own web pages (normal lesson rates apply) or provide a comprehensive range of a web page design services.

Minimum design fees are \$600.00 for non-members and \$425.00 for members. Please note, cost a web site can vary dramatically depending on the project size, scope and client input.

Supply of Hardware and Software

Hardware and software supply is a service provided to A Cyber Circus members only. All hardware and software is supplied at cost. Usually this means that the item is supplied at invoiced cost to A Cyber Circus plus freight, however, all time taken to find suppliers, order and pick up items may be charged at the rate of \$25.00 per hour. A charge will be made for installation if required. The normal face-to-face service fee of \$25.00 per hour will apply for installation.

Pricing Information

A Cyber Circus Members are entitled to telephone support regarding price information. A member wishing to purchase hardware and or software from a third party may seek pricing information from a Cyber Circus. This information is supplied without any guarantees stated or implied.

Waiver of Fees

A Cyber Circus may choose to waive fees in circumstances we feel are appropriate. This is done entirely at the discretion of A Cyber Circus. Waiver of fees in one instance is not, nor should it be seen as, an indication or guarantee that any fees will necessarily be waived at any time in the future.

Thank you for your interest in A Cyber Circus.

Steve Lucas
Manager
A Cyber Circus