

This schedule of fees outlines the regular fee pricing for services provided by LifeLike Group. Please note that pricing is correct as at 1st July 2024 and is subject to change without notice.

For full terms and conditions, please refer to the Terms and Conditions documents on our website at www.lifelikegroup.com.au/terms-conditions

Service Support Charges

SERVICE CHARGE	HOURLY RATE	AFTER HOURS	MINIMUM FEE*
PHONES SUPPORT	\$120	\$175	\$120
REMOTE SUPPORT	\$195	\$220	\$195
ONSITE SUPPORT >3 DAYS	\$289	\$495	\$495
ONSITE SUPPORT NEXT DAY	\$289	\$695	\$695
ONSITE SUPPORT SAME DAY	\$289	\$995	\$990
Return to Site	\$289	\$450	\$380
ADDITIONAL TRAVEL	\$3.90/km	\$6.90/km	
FLIGHTS	P.O.A.	P.O.A.	P.O.A.
ACCOMMODATION & MEALS			\$280
TOLLS & PARKING			Cost +11%

NB: Onsite support:

- Min charge includes 60km and/or 1hr travel from office (round trip)
- Non-metro locations require minimum daily charge including travel
- Remote locations P.O.A.

Conditions:

- All prices are Ex GST
- Rates are per hour or par there of
- Prices are for labour only
- Minimum fee is based on regular hourly rate. After hours minimum is higher.
- Travel & accommodation expenses are additional
- Labour charges include inspection, testing, fault finding, onsite product repair or swap out.
- Labour charges do not include client meetings, site inductions, training, reports, drawings, loop proposals, training materials, custom manuals, documentation, etc.
- Prices are exclusive of: cables, connectors and hardware, spare and replacement parts, hardware.
- Pricing excludes parking and road tolls.

If equipment needs to be removed from service for repair, lifelike can usually provide a suitable replacement item on a hire basis until the repair is completed.

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Installation Rates

INSTALLATION CHARGE	RATE	AFTER HOURS	MINIMUM*
INSTALLATION	\$150	\$300	4 hrs
COMMISSIONING	\$185	\$370	4 hrs
ELECTRICIAN	\$185	\$370	4 hrs
PROGRAMMING	\$280	\$560	4 hrs
DESIGN			\$1,650
DRAWINGS			\$1,650
MANUALS			\$1,650
PROJECT MANAGEMENT	\$185	\$370	1 day
TRAINING	\$265	\$489	4 hrs
TRAVEL	\$3.80 /km	\$6.9 /km	20 km
ENGINEERING	P.O.A.	P.O.A.	\$1,650
FLIGHTS	P.O.A.	P.O.A.	P.O.A.
ACCOMMODATION & MEALS	P.O.A.	P.O.A.	\$285
TOLLS & PARKING			Cost + 11%

NB: Installation:

- Min charge includes 60km and/or 1hr travel from office (round trip)
- Non-metro locations require minimum daily charge including travel
- Remote locations P.O.A.

Conditions:

- All prices are Ex GST
- Rates are per hour or par there of
- Prices are for labour only
- Travel & accommodation expenses are additional
- Minimum fee is based on regular hourly rate. After hours minimum is higher.
- Labour charges include installation, design, inspection, commissioning, programming (*subject to appropriate rate paid)
- Labour charges do not include client meetings, site inductions, training, reports, drawings, loop proposals, training materials, custom manuals, documentation, etc.
- Prices are exclusive of: cables, connectors and hardware, spare and replacement parts, hardware and all other non-service items.
- Pricing excludes parking and road tolls.

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Hire Operation Rates

HIRE CHARGE	HOURLY RATE	AFTER HOURS	MINIMUM
Lead Technician / Crew Chief	\$130	\$195	4 hrs
Loading	\$100	\$150	4 hrs
Assistant Technician	\$100	\$150	4 hrs
CORPORATE HIRE	\$130	\$195	4 hrs
EDUCATION & CHARITABLE HIRE	\$80	\$120	4 hrs
COMMUNITY HIRE	\$80	\$120	4 hrs
ADDITIONAL TRAVEL	\$3.90 /km	\$6.90 /km	20 km
FLIGHTS	P.O.A.	P.O.A.	P.O.A.
ACCOMMODATION & MEALS			\$280
TOLLS & PARKING			Cost + 11%

DELIVERY CHARGE	RATE	AFTER HOURS	MINIMUM
LOCAL DELIVERY <20KM	\$90	\$180	\$70
METRO DELIVERY <30KM	\$130	\$260	\$99
REGIONAL DELIVERY <100KM	\$185	\$300	\$150
DELIVERY >100KM	\$4.00 /km	\$6.00 /km	100km
ADDITIONAL STAFF	\$2.50 /km	\$3.80 /km	20km
TRUCK UPGRADE 4.5T	\$1.45 /km		\$220
TRUCK UPGRADE 6T	\$1.8 /km		\$298
TRUCK UPGRADE 9T	\$3.5 /km		\$390
TOLLS & PARKING			Cost + 11%

NB:

- Min charge / delivery inc. 60km from office (round trip)
- Additional travel is charged at the rate noted above
- Non-metro locations minimum additional travel charges apply

Conditions:

- All prices are Ex GST
- Prices are for labour only.
- Travel & accommodation expenses are additional.
- Minimum fee is based on regular hourly rate. After hours minimum is higher.
- Labour charges include bump in, bump out, setup, commissioning and operation.
- Labour charges do not include client meetings, site inductions and training, reports, drawings or training.
- Prices are exclusive of: equipment, hardware & cables.

LifeLike Group Pty Ltd Schedule of Fees

General Terms & Conditions

LifeLike Group's Schedule of Fees is offered as 'guide only' and is strictly subject to variance and change without notice.

All of the Terms & Conditions contained within LifeLike Group's Schedule of Fees document apply and are subject to and superseded by LifeLike Group's Terms and Conditions available at:
www.lifelikegroup.com.au/terms-conditions

These include but are not limited to LifeLike Group's:

- Terms & Conditions of Sale;
- Terms and Conditions of Hire;
- Terms and Conditions of Installation;
- Terms and Conditions of Warranty and Repair;
- Terms and Conditions of Value Added Services;
- Terms and Conditions of Event Production.

Travel & Accommodation

Where travel of a distance greater than 60km (round trip) is required, an additional fee of as nominated in the rate tables above shall be charged.

Non-metro locations attract a minimum daily charge, or 8 hours at the respective labour rate, including travel.

Flight and accommodation expenses are additional and are charged at Cost +11%.

A minimum accommodation allowance of \$250 daily allowance will be charged where required.

Any additional costs are incurred, including flights, excessive accommodation expenses or special meal allowances, etc. shall be charged at cost +11% administration fee.

For the purposes of labour travel calculations, our offices are located at:

- Cardiff NSW
- Ryde NSW
- Tottenham VIC

Site Access

When attending site, LifeLike expect to be able to safe, unimpaired access all areas without in relation to the installation, service and operation.

Access to a suitable loading dock and lifts must be made available to LifeLike's staff at all times whilst on site.

Parking is to be provided by the client free of charge to LifeLike.

Where any of these conditions are impeded or unavailable, all additional travel time and/or delays incurred shall be charged to the client at the applicable rates noted in the relevant pricing section above.

All parking fees, fines and other expenses incurred shall be charged to the client at cost +11%.

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Height Access

LifeLike shall provide ladders to access heights onsite up to 3m working height free of charge.

Where access to a working height above 3m is required, it is at the clients expense to provide or hire a man-lift, scaffolding or similar elevated working platform suitable for the task to be performed for the duration of any or all works.

The device must be considered 'safe,' i.e. certified, and in good working order.

If such equipment is not made available by the client, or upon inspection, the equipment is deemed to be unsafe, or unfit for purpose, an additional fee for the hire, delivery and setup of the equipment shall be charged to the client at cost +11%

Any delay in commencement or continuation of work, shall be charged to the client at the applicable rate as outlined in the rates sections of the above.

Notification will be made to the client immediately before hiring such equipment.

Cancellations:

All labour bookings require a minimum of 24 hours' notice for change or cancellation. Any cancellations within 24 hours will be charged at 100% of the agreed time and rate. Additional fees will apply for time and distance travelled.

In the instance of a service call out, once a technician has left our offices, a fee no less than the minimum service call out shall be charged. Additional fees will apply for time and distance travelled.

Any equipment or labour expenses incurred pertaining to any cancelled bookings shall be charged to the client at cost +11%.

All cancellations are subject to the relevant Terms and Conditions of Sale, Hire and/or Service.

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Correspondence:

All Correspondence regarding this document should be forwarded to:

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