



## Omen Technical Solutions – Payment Terms

These Payment Terms (“Terms”) set out the billing, invoicing, and payment conditions for all clients engaging the services of **Omen Technical Solutions** (“Omen”).

By commissioning work, issuing a Purchase Order, or requesting Omen to pencil in availability, the Client agrees to these Terms in full.

### 1. Invoicing & Payment Due Date

- All invoices are payable within **30 calendar days** of the invoice date unless otherwise agreed in writing.
- Payment must be made in full to the bank details specified on the invoice.
- All payments must be made in **GBP (£)** unless otherwise stated.
- Part payments, delayed transfers, or deductions without prior written agreement are not permitted.

### 2. Overdue Payments

- A **10% weekly surcharge** will apply to any overdue balance until full payment is received.
- A **£25 administrative fee** will be charged for each week Omen must chase overdue payments.
- Accounts unpaid beyond 30 days may be referred to a debt collection agency, and all associated recovery fees will be added to the Client’s outstanding balance.
- Omen reserves the right to **withhold further services** until all outstanding invoices are settled in full.

### 3. Disputed Invoices

- Any dispute or objection must be submitted **in writing within 10 calendar days** of the invoice date.
- If no written dispute is received within this period, the invoice will be deemed accepted in full.
- Failure to dispute within the 10-day window waives the Client’s right to contest charges.
- Disputes do not suspend payment of any undisputed portions of an invoice.

### 4. Expenses & Reimbursable Costs

- Pre-approved expenses incurred by Omen on behalf of the Client will be recharged **at cost plus a 10% administrative fee**.
- Expense receipts will be provided upon request.
- All reimbursable expenses are due within the same **30-day payment window** as standard invoices.

### 5. Per Diems & Additional Charges

- Where applicable, per diems (P.D.s) and additional allowances (e.g., accommodation, meals) will be invoiced as part of the overall service cost.
- Per diems are **not included** in day rates or project budgets unless explicitly stated.
- Additional charges (e.g., Wi-Fi, late finishes, extended hours) may be invoiced post-event if not known in advance.

### 6. Cancellations & Payment Liability

- Cancellations within **14 days** of the start date are subject to a **50% cancellation fee**.
- Cancellations within **7 days** of the start date require **full payment**.
- Failure to respond to Omen’s communication regarding a pencilled booking does not exempt the Client from these charges.
- Payment remains due even if the Client fails to provide required details, access, or communication.

### 7. Methods of Payment

Accepted payment methods include:

- **Bank transfer (BACS / Wire Transfer)** – *preferred method*.

### 8. Non-Payment & Legal Enforcement

- Failure to pay invoices within the agreed timeframe constitutes a **breach of contract**.
- Omen reserves the right to:
  - Suspend or terminate ongoing services.
  - Instruct legal representatives or a debt collection agency.
  - Charge interest and recovery fees under the **Late Payment of Commercial Debts (Interest) Act 1998**.
- All collection costs, including legal and administrative expenses, will be added to the Client’s outstanding balance.

### 9. Acceptance of Payment Terms

By issuing a Purchase Order, requesting Omen to pencil in availability, or engaging any Omen personnel or services, the Client acknowledges and accepts these Payment Terms in full.

These Terms **supersede any other payment-related conditions** unless explicitly agreed in writing by Omen.