

SHIELDSWORTH LTD TERMS & CONDITIONS.

These Terms and Conditions (“Agreement”) govern all security services provided by **SHIELDSWORTH LTD.** (“**Shieldsworth**”, “**we**”, “**our**”, or “**the Company**”) to any client (“**Client**”, “**you**”, or “**your**”).

By booking, making payment, signing an invoice, quotation, agreement, or engaging our services in any form, the Client agrees to these Terms and Conditions.

1. SERVICE AGREEMENT

Shieldsworth Ltd. provides professional private security services for events, corporate functions, weddings, private gatherings, nightlife operations, executive protection, and other approved assignments.

Our guards and personnel are trained to maintain safety, order, access control, and incident response within the scope of private security operations.

2. BOOKING CONFIRMATION & PAYMENT TERMS

2.1 Booking Confirmation

A booking is only considered **confirmed** once full payment has been received by **Shieldsworth Ltd.**

Tentative reservations without complete payment are not guaranteed and may be released to another client without notice.

2.2 Full Payment Deadline

All invoices **must be paid in full no later than six (6) weeks** before the scheduled event or service date.

Failure to complete payment within this period may result in:

- cancellation of the reservation,
- unavailability of assigned guards,
- or adjustment of service pricing.

2.3 Price Adjustment Clause

If a Client fails to complete full payment within the **INVOICE DUE DATE**, **Shieldsworth Ltd.** reserves the right to revise pricing based on:

- market conditions,
- operational costs,
- staffing requirements,
- fuel and transportation costs,
- inflation,
- or updated event risk assessments.

Any increase in pricing must be paid by the Client before services commence.

2.4 Taxes and Mandatory Charges

A **compulsory 7.5% Tax Fee** shall apply to every invoice, contract, and security service provided by **Shieldsworth Ltd.**

This fee is separate from the quoted service amount unless otherwise stated.

3. SECURITY PERSONNEL WELFARE

3.1 Vendor Meals and Refreshments

The Client is expected to provide reasonable vendor meals and refreshments (food and drinks) for all assigned **security personnel** during the event or assignment.

Meals may be provided:

- before the event begins,
- during scheduled breaks,
- or at any reasonable time during the service period.

3.2 Welfare Service Charge

Where meals and refreshments are not provided for assigned guards, **Shieldsworth Ltd.** reserves the right to apply a **7.5% – 8% Welfare Service Charge** to cover:

- food,
- water,
- refreshments,
- and general welfare for deployed personnel.

This charge may be added to the invoice before or after the event where applicable.

4. SERVICE HOURS & OVERTIME POLICY

4.1 Standard Service Duration

Unless otherwise agreed in writing, all security services are based on a **maximum period of twelve (12) hours** per event day.

4.2 Event End Time

Standard event coverage must conclude **before 9:30 PM.**

4.3 Overtime Charges

Any service extending beyond 9:30 PM shall attract **overtime** charges.

To avoid disputes, an estimated overtime fee may be included on the invoice as a refundable overtime deposit.

If the event concludes before 10:00 PM and overtime is not utilized, the overtime deposit shall be refunded to the Client within a reasonable processing period.

Additional overtime beyond the covered period may attract further charges.

5. CLIENT RESPONSIBILITIES

The Client agrees to:

- provide accurate event information,
- disclose expected guest count,
- disclose high-risk attendees or situations,
- ensure legal operation of the event,
- provide safe working conditions for security personnel,
- and cooperate with all reasonable security procedures.

Failure to disclose material information that affects event risk or staffing needs may result in additional charges or termination of service.

6. ZERO TOLERANCE FOR ABUSE

Shieldsworth Ltd. maintains a zero-tolerance policy toward:

- physical abuse,
- threats,
- harassment,
- discrimination,
- intimidation,
- or unsafe conduct toward our personnel.

Where any staff member is endangered or severely mistreated, the **Company** reserves the right to:

- remove personnel from the premises,
- suspend services,
- or terminate the agreement without refund.

7. LIMITATION OF LIABILITY

While **Shieldsworth Ltd.** takes all reasonable professional measures to maintain safety and order, the Company shall not be held liable for:

- theft,
- injuries,
- property damage,
- accidents,
- guest misconduct,
- unforeseen incidents,
- or criminal acts beyond our reasonable control.

Security services reduce risk but do not eliminate all potential incidents.

8. CLIENT PROPERTY & VALUABLES

The Client remains solely responsible for:

- cash,
- jewelry,
- vehicles,
- electronics,
- equipment,
- gifts,
- and other valuables.

Unless expressly agreed in writing, **Shieldsworth Ltd.** does not provide insurance coverage for personal or business property.

9. FORCE MAJEURE

Shieldsworth Ltd. shall not be liable for failure or delay in performance caused by circumstances beyond reasonable control, including:

- severe weather,
- government restrictions,
- riots,
- emergencies,
- natural disasters,
- transportation disruptions,
- labor shortages,
- pandemics,
- or security threats.

10. CANCELLATION POLICY

10.1 Client Cancellation

If a Client cancels a confirmed booking, the following cancellation terms shall apply:

- Where cancellation is made **eight (8) weeks or more before the event date**, **Shieldsworth Ltd.** may issue a **partial or full refund**, depending on:
 - administrative costs already incurred,
 - staffing arrangements already made,
 - operational expenses,
 - and the nature of the booking.

Refund decisions shall remain at the reasonable discretion of **Shieldsworth Ltd.**

- Where cancellation occurs less than eight (8) weeks before the event date, deposits and payments made may become partially or fully non-refundable due to scheduling commitments, staffing allocations, and operational preparations already undertaken by the Company.
- Any approved refund shall be processed within a reasonable timeframe determined by the **Company's** accounting and payment procedures.
- If an event is postponed instead of cancelled, **Shieldsworth Ltd.** may allow the booking to be transferred to a new date subject to:
 - guard availability,
 - operational scheduling,
 - and any revised pricing applicable to the new event date.

10.2 Company Cancellation Rights

Shieldsworth Ltd. reserves the right to decline, suspend, or terminate services where:

- the environment becomes unsafe,
- illegal activities are discovered,
- agreed terms are violated,
- payment obligations are unmet,
- or personnel welfare is compromised.

11. CHANGES TO EVENT DETAILS

Any major changes to:

- event venue,
- guest count,
- timing,
- duration,
- threat level,
- or staffing requirements

must be communicated to **Shieldsworth Ltd.** immediately.

Such changes may result in revised pricing or staffing adjustments.

12. CONFIDENTIALITY

Shieldsworth Ltd. respects client privacy and confidentiality.

Our personnel shall not intentionally disclose sensitive event or client information except where required by law or necessary for safety and operational purposes.

13. GOVERNING LAW

These Terms and Conditions shall be governed by and interpreted under the applicable laws and regulations of the jurisdiction in which the service is provided.

14. ACCEPTANCE OF TERMS

By making payment, signing an invoice, confirming a booking, or using our services, the **Client** acknowledges that they have read, understood, and agreed to these **Terms and Conditions**.

SHIELDSWORTH LTD.

Professional Security Services

“Safety. Presence. Professionalism.”