

Terms & Conditions

MAVE Security Solutions Pty Ltd

ABN: 42 768 730 151

Effective Date: January 2026

1. Introduction

These Terms & Conditions (“Terms”) govern the provision of security services by **MAVE Security Solutions Pty Ltd** (“MAVE Security Solutions”, “we”, “us”, “our”) to our clients (“Client”, “you”, “your”).

By engaging our services, accepting a quotation, or entering into a service agreement, you agree to be bound by these Terms.

2. Services

MAVE Security Solutions provides professional security services including, but not limited to:

- Mobile patrols
- Alarm response
- Static guarding
- Crowd control and event security
- Cash-in-transit (armed and unarmed)
- CCTV monitoring and control room operations
- Security consulting and risk assessments

The scope of services will be defined in a written quotation, service agreement, or work order.

3. Licensing & Compliance

MAVE Security Solutions is a fully licensed Victorian security business and operates in accordance with:

- The **Private Security Act 2004 (Vic)**
- The **Privacy Act 1988 (Cth)** and Australian Privacy Principles

- Applicable Work Health & Safety legislation
- Relevant industrial awards and regulations

All personnel engaged by us hold the required licences and qualifications for their assigned duties.

4. Client Obligations

The Client agrees to:

- Provide accurate and complete information relevant to the services
- Ensure safe access to premises and systems
- Notify us of known hazards, risks, or changes affecting service delivery
- Comply with all applicable laws and site-specific requirements

Failure to meet these obligations may impact service delivery and liability.

5. Fees & Payment Terms

- Fees are as set out in the agreed quotation or service agreement
- Unless otherwise stated, invoices are payable within **30 days** of issue
- Late payments may incur interest or result in suspension of services
- Prices may be adjusted to reflect changes in scope, wages, or regulatory requirements

All prices are exclusive of GST unless stated otherwise.

6. Variations & Cancellations

- Service variations must be agreed to in writing
 - Short-notice cancellations may incur charges
 - Ongoing services generally require **30 days' written notice** for termination unless otherwise agreed
-

7. Use of Surveillance & Monitoring

Services may involve the use of CCTV, body-worn cameras, alarm systems, and access control.

By engaging our services, the Client acknowledges that surveillance may occur in accordance with our **Privacy Policy** and applicable laws. The Client is responsible for ensuring appropriate signage is displayed where required.

8. Limitation of Liability

To the maximum extent permitted by law:

- MAVE Security Solutions is not liable for indirect, incidental, or consequential loss
- Our liability is limited to the value of the services provided under the relevant agreement
- We do not guarantee the prevention of all loss, damage, or criminal activity

Security services are preventative and deterrent in nature, not absolute guarantees.

9. Indemnity

The Client indemnifies MAVE Security Solutions against claims, losses, or damages arising from:

- Inaccurate information provided by the Client
 - Unsafe site conditions not disclosed
 - Client failure to comply with legal or contractual obligations
-

10. Insurance

MAVE Security Solutions maintains appropriate insurance coverage, including public liability and professional indemnity insurance, in accordance with industry standards.

11. Confidentiality

Both parties agree to maintain confidentiality of sensitive or proprietary information obtained during the course of the engagement, except where disclosure is required by law.

12. Privacy

Personal information is collected, used, and disclosed in accordance with our **Privacy Policy**, available on our website.

13. Force Majeure

We are not liable for delays or failure to perform services due to events beyond our reasonable control, including natural disasters, power outages, civil unrest, or government restrictions.

14. Governing Law

These Terms are governed by the laws of **Victoria, Australia**, and the parties submit to the exclusive jurisdiction of Victorian courts.

15. Changes to These Terms

MAVE Security Solutions may update these Terms from time to time. The latest version will be available on our website and will apply to all future engagements.

16. Contact Details

For enquiries relating to these Terms & Conditions:

MAVE Security Solutions Pty Ltd

 info@mavesecuritysolutions.com.au

 1300 628 377

 PO Box 6275, Point Cook VIC 3030