



Watea ana te ara whakamua | Clearing the way forward

General Letter of Engagement

Client details

Client name: _____

Contact person: _____

Address: _____

Email: _____

Date of this letter:

1. Introduction

Thank you for engaging Tīheru. This Letter of Engagement, together with our Terms of Trade (provided separately and incorporated by reference), sets out the basis on which we will provide services to you.

2. Scope of services

This Letter of Engagement covers the services discussed and agreed between you and Tīheru, whether by email, phone, or in person. It may cover one or more of Tīheru's service streams, including employment relations and HR advisory, personal grievance support, governance advisory, people and capability, Māori land and trust advisory, and commercial and policy advisory.

Where the scope of services changes materially during the course of an engagement, we will confirm the updated scope with you in writing, including by email.

3. Fees

Fee basis (hourly rate / retainer / fixed fee):

Amount: _____

Payment terms are as set out in our Terms of Trade: for retained or ongoing services, payment is due on the 20th of the month following the date of invoice; for one-off engagements, payment is due within 7 days of the date of invoice.

Tiheru is not currently GST registered, and invoices will not include GST.

4. Referral to a solicitor

Where this engagement touches on reserved legal services, or progresses to a forum such as the Employment Court, we will refer you to an appropriately qualified solicitor, while continuing to offer our support throughout.

5. Terms of Trade

This engagement is subject to Tiheru's Terms of Trade, a copy of which has been provided to you separately. By signing below, you confirm you have received and read our Terms of Trade, and agree to be bound by them alongside this Letter of Engagement.

6. Acceptance

You accept this Letter of Engagement, and our Terms of Trade, by confirming your instructions to proceed, whether by email, phone, or any other means, or simply by continuing to engage our services after receiving this letter. No signature is required for this Letter of Engagement or our Terms of Trade to take effect.

If anything in this letter doesn't match your understanding of what we've agreed, please let us know before we begin work, so we can clarify it together.