



## **Roonsoft Hospitality System Support Plan 2022**

1. Telephone help line access on **+64 800 118811, +64 800 337744 and +64 275 118811** during the hours of **08:00 to 17:00 New Zealand Time**. Urgent calls only outside of these times and weekends please!
2. If your call cannot be attended to immediately please leave a message and we will return your call as soon as possible. You can also e-mail us on [support@rhs.co.nz](mailto:support@rhs.co.nz).
3. Roonsoft Hospitality System software updates as and when released.
4. Site visits for staff training and support are no longer practical due to the large number of sites installed and the high cost of travel. However, we offer direct online support and training via TeamViewer.
5. Terms and Conditions along with appropriate support line numbers must be explained to all staff.
6. This agreement is transferable in the event of a change of ownership and we require 30 days notice prior to changeover date and it is non-refundable. Support does not cover extensive training in the event of a change of ownership. Training is available in half hour blocks of \$75 + GST.
7. Acceptance of this agreement is for the full term of 2022 (or proportionate period based on the software installation date)
8. Any technical support unrelated to the Roonsoft software might be charged at a rate specified in clause 6.

Support term 01/01/2022 – 31/12/2022