
DIRECTOR'S ORDER UNDER SECTION 157

OF THE *FAIR TRADING ACT*

TO

NEEL ROBERTS

AND TO

ANY EMPLOYEE, REPRESENTATIVE, AGENT OR ASSOCIATE OF

NEEL ROBERTS

This Director's Order was issued under s. 157 of the *Fair Trading Act* in response to, in the opinion of the Director, contraventions of the Act. As mandated by s. 157.1 of the *Fair Trading Act*, this Director's Order is part of the public record.

For more information on the Fair Trading Act, business licensing in Alberta or to search for a licensed business, please click here:

[Search for a Licensed Business, Charity or Fundraiser](#)

To view a tipsheet on this business licence category, please click here:

[Tipsheets](#)

DIRECTOR'S ORDER UNDER SECTION 157 OF THE FAIR TRADING ACT

TO

NEEL ROBERTS

AND TO

ANY EMPLOYEE, REPRESENTATIVE, AGENT OR ASSOCIATE OF NEEL ROBERTS

Issues

Neel ROBERTS contracted with _____ on May 20, 2014 to complete her tax returns for the years 2012 and 2013. _____ was contacted by a bookkeeper referred to her by ROBERTS. _____ states she was not comfortable with this bookkeeper and contacted ROBERTS on May 25, 2014 to discuss her concerns. During the phone call, ROBERTS hung up the phone and did not respond to any of _____ attempts to continue their discussion.

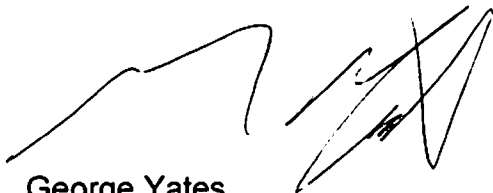
The contract as used by ROBERTS includes several conditions that are unfair practices pursuant to the *Fair Trading Act*. The following two phrases are examples of those conditions: "The Company reserves the right to terminate services without notice at any time, any monies, retainers, etc. paid are never refundable. In the event that there is a dispute on the fees or no company approved quote is provided or agreed upon, the client agrees to pay the company a minimum of \$10,000.00 unconditionally or without hindrance, regardless of what services was provided." The contract also contains the phrase "Upon the request of the company, the client agrees to immediately pay \$5,000.00 in advance without hindrance or recourse in the event a dispute over the service or anything else related arises". These two phrases constitute terms that are harsh, oppressive and excessively one sided.

Order

Neel ROBERTS, individually or through any employee, representative, agent or associate must immediately stop engaging in the unfair practice of including in a consumer transaction terms or conditions that are harsh, oppressive or excessively one-sided.
Fair Trading Act S. 6 (3) (c)

NON COMPLIANCE WITH THE ORDER

ANY PERSON WHO FAILS TO COMPLY WITH AN ORDER OF THE DIRECTOR UNDER SECTION 157 OF THE FAIR TRADING ACT CONTRAVENES THIS ACT AND IS GUILTY OF AN OFFENCE AND MAY BE PROSECUTED PURSUANT TO SECTION 163 OF THE FAIR TRADING ACT.

A handwritten signature in black ink, appearing to be 'George Yates', written over a horizontal line.

George Yates
Director of Fair Trading
January 6, 2015