

1. Consultancy & Training Charges

Daily rates refer to a standard working day (up to seven and a half hours, including breaks) between 08:30 and 17:30.

The minimum unit of chargeable time is half a day.

A premium of 100% may be applied where work is delivered on a Saturday, Sunday or Bank Holiday, or where attendance is required outside normal working hours.

2. Travel & Expenses

Travel is not included in consultancy or training rates.

- Mileage is charged at **45p per mile + VAT** for all journeys.
- Rail, taxi, parking, tolls and other travel costs are recharged at cost.
- Overnight accommodation and subsistence, where required, will be recharged at cost.

These charges apply irrespective of distance.

3. Other Expenses

Reasonable expenses incurred in fulfilment of the contract (e.g., specialist equipment hire, printing, laboratory charges, or external testing services) will be passed on at cost, with prior agreement where appropriate.

4. Cancellation / Postponement Fees

Where a booked consultancy or training day is cancelled or postponed by the Client, the following fees apply per day scheduled:

- More than four weeks' notice – **20% of the full fee**
- Two to four weeks' notice – **50% of the full fee**
- Less than two weeks' notice – **100% of the full fee**

Where preparation time has been agreed and already undertaken, it will be chargeable in full in addition to the above cancellation fees.

5. Training Materials

Training fees include course materials for up to twelve delegates per full training day. Additional delegates or bespoke materials may incur additional charges.

6. Client Responsibilities

The Client must:

- Notify PHSC of foreseeable risks that may affect PHSC personnel while on site.
- Provide appropriate access, facilities, information and support to enable safe and effective working.
- Inform PHSC of any PPE requirements prior to attendance.

7. Payment Terms

Invoices are due within **28 days** of issue, unless alternative terms are agreed in writing.

PHSC may apply contractual interest at 1% per week (compound) on overdue balances after giving notice.

For training, invoices issued in advance must be settled before the course date, and PHSC may refuse attendance where payment has not been received.

Services may be suspended if payment is overdue.

8. Copyright & Use of Materials

All reports, templates, training notes and other materials produced by PHSC remain the Company's copyright.

The Client may copy and use such materials internally for their own business purposes. Reproduction or distribution outside the organisation requires PHSC's prior written consent.

9. Data Protection

PHSC may hold personal data relating to named individuals for the purposes of delivering contracted services.

Such data will be processed in accordance with PHSC's data protection registration and GDPR requirements.

The Client's name may be used for promotional purposes, but no individual names will be referenced without consent.

10. Electronic Communications

PHSC accepts no responsibility for alterations, corruption or loss of integrity of documents transmitted electronically.

If the Client requires signed hard-copy reports, this must be notified in writing.

11. Document Retention

PHSC may destroy documents and records (paper and electronic):

- After two years for current clients; or
- After one year where a client has commissioned no work in that period.

12. Non-Solicitation of Personnel

The Client shall not, without the prior written consent of the Company, directly or indirectly employ, engage, or otherwise make use of the services of any employee, subcontractor, associate, or consultant engaged by the Company in the delivery of services under this Agreement, where such engagement occurs within 12 months of that individual having carried out work for the Client.

If the Client employs or engages any such individual in breach of this clause, the Client shall pay the Company an Engagement Fee equal to 40% of the individual's annual salary or annualised contract value. This applies whether the engagement is made directly, through an associated company, or via any third party.

13. Scope of Services

PHSC will provide services as described in the Agreement to which these T&Cs relate. Any services outside the agreed scope may require additional fees, which will be outlined in a supplementary proposal or quotation.

14. Liability & Insurance

PHSC will ensure that all work is undertaken by suitably competent personnel, covered by appropriate professional indemnity, public liability and employers' liability insurance.

15. Variations Specific to This Agreement

Where the Agreement explicitly varies or supplements these Terms & Conditions, the Agreement takes precedence solely for that client contract.

Such variations do not modify the Company's general Terms & Conditions for other clients.