

## TERMS & CONDITIONS

1. Our normal office hours are 9am to 1pm and 1.30pm to 5pm Monday to Friday. A 24-hour message service operates at all other times.
2. Directors and staff will always act in a professional and courteous manner, and clients are expected to act in a respectful and courteous manner on site, in the office and on the telephone. This Company does not accept unreasonable or abusive behaviour.
3. Invoices are to be paid in full within 14 days of the invoice date.
4. Works carried out during each calendar month related to the items described and costed above will be invoiced after each month end, where work has taken place on your behalf, and payment due within 14 days.
5. If payment is not made within 14 days of the invoice we must advise you that interest at 7.5% above Barclays Base Rate may be added to the invoice value, if it is not paid in full. We reserve the right to charge an administrative fee of £35 plus VAT for any reminder letters issued, if payment is not received within 28 days from the invoice date.
6. Payment of Third Party invoices/fees is to be made directly by the Client.
7. Whilst every effort will be made to obtain planning permission or building regulation approval, payment of our fees is not dependent upon obtaining such approvals. Extra expense may be incurred if the Planning or Building Control Authority request additional information.
8. Drawings and designs whether paper or digital media are the property of BHD Partnership and shall not be used or copied without BHD's permission unless full payment has been received or permission has been granted, in writing.
9. Our fees are subject to VAT at the appropriate current rate.
10. Any alterations to detailing or design must be agreed in writing with BHD Partnership before implementation, otherwise BHD will not be responsible for the amended design.
11. Any alterations or additional works requested by the Client, or imposed by external Authorities or bodies, will be charged at hourly rates or a lump sum fee agreed and authorised by the Client prior to that work being carried out.
12. BHD Partnership cannot accept liability for any delays which may arise due to circumstances beyond their direct control.
13. BHD Partnership Ltd is regulated by the RICS.
14. BHD adheres to current GDPR regulations which came into force on 25<sup>th</sup> May 2018. It may be necessary to pass your details onto third parties such as Planning Authorities, National Parks, or Approved Contractors tendering for work. It is not the practice of BHD to pass client details to unsolicited third parties. Please refer to our GDPR Compliance Statement for full details.
15. Any formal complaint should be made, in writing, following the company complaint procedure, a copy of which is available upon request.