

GENERAL TERMS & CONDITIONS of BUSINESS

CONTRACTUAL AGREEMENT

This agreement is accepted as formal intent to deliver the services either by a verbal confirmation or in writing in the form of a contract which shall include these Terms of and Conditions and any variants explicitly agreed. On request the contract can contain specific details of each assignment, including assignment start and finish times, delivery schedule, and travel and expenses arrangements. In the event of any change in the client's circumstances, FTS will do its utmost to accommodate any such changes and amend the contract accordingly.

PAYMENT

Payment is due 21 days from receipt of invoice. Payment can be made by the way of BACS, cheque, postal order or purchase order.

FTS reserves the right to charge a late payment fee of 8% following the invoice's 28-day expiry.

CANCELLATIONS

Once booked, any cancellation may incur charges.

Any cancellation fees shall be agreed between the parties prior to acceptance of the assignment and shall be determined in relation to the time between notification of cancellation and the start date, as follows:

Spoken Languages:

Same day cancellation, 2 days or less notice: Full Fee

2 to 7 days notice: Half Fee

LSP:

7 days or less notice: Full Fee

8 to 14 days notice: Half Fee

15 or more days notice: Admin fee of £25 applies (All Agencies-Excluding Dent Abrahams Solicitors)

CONFIDENTIALITY

FTS commits its employees, both in-house and subcontractors, to exercise absolute confidentiality with regard to the documents and information contained therein, or information gained through exposure to the client's offices or staff. This is made in the form of a written confidentiality agreement. FTS do not pass on any details of any of its clients to any third party without the client's express permission.

DATA PROTECTION

Client's data will be held and/or transferred in strict accordance with the applicable data protection laws. You may instruct FTS not to use your data for direct marketing instructions.

Jurisdiction, English Law and the exclusive court jurisdiction of the English courts will apply to these terms and conditions.

FORCE MAJEURE

FTS is not liable for delays in performance (including delivery or service) caused by circumstances beyond its reasonable control, and will be entitled to a time extension for performance. These circumstances include: strikes, terrorist acts, war, supplier/transport/production problems, exchange fluctuations, governmental or regulatory action and natural disasters.

LIABILITY

FTS's liability for loss or damage arising out of a breach of this contract shall not in any event exceed the value of that contract. FTS does not accept liability for any consequential loss or damage arising from the supply of equipment or services and any express or implied condition is hereby excluded.

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