

Customer Terms and Conditions

1. By applying for Retention/Services with Logic SHE Solutions Ltd/Logic Global Solutions Limited:

- 1.1. You agree, to be bound by these terms and conditions.
- 1.2. Retention contracts will run for an initial period of 12 months, cancellation during this period will result in full monies being owed. Periods after this are subject to 3 months' notice of cancellation and the retention fee for the notice period, shall be based upon a single quarter's fee.
- 1.3. You agree to pay 25% of the annual fee upfront (payable upon receipt of invoice).
- 1.4. You agree to pay the remainder of your annual retention fee, monthly, over the remaining 11 months as per established payment schedule.
- 1.5. Retention payments are payable on the date specified within the payment schedule and indicated on the invoices issued.
- 1.6. CITB, IOSH and Highfield training will be offered with a 10% discount however, our standard cancellation terms also apply to retention customers.
- 1.7. Any charges/business expenses incurred will be charged at cost.
- 1.8. Mileage will be charged at 0.55p per mile.
- 1.9. In the event that a retention customer is investigated by or on behalf of the Health and Safety Executive, Logic SHE Solutions Ltd/Logic Global Solutions Limited shall not be liable to the retention customer for the Fines/Fees For Intervention paid by the member to the Health and Safety Executive in accordance with the Health and Safety (Fees) Regulations 2012.
- 1.10. In the event of our Customer becoming bankrupt or entering into liquidation, administration or administrative receivership or has a receiver of any of its assets appointed (or ceases or threatens to cease carrying on business) Logic SHE Solutions Ltd/Logic Global Solutions Limited shall be entitled to terminate any outstanding Contract(s) and/or suspend further services without liability to the Customer and any sums outstanding shall become immediately due

2. Failure to pay retention fees

- 2.1. Logic SHE Solutions Ltd/Logic Global Solutions Limited reserves the right to request payments, failure to pay could result in legal action.

3. Retention/Services cancellation

- 3.1. Failure to pay as per the agreed retention fee schedule may result in services being withdrawn/suspended. Should payment not be settled, this could result in a letter of default being served.

Document	Issued By	Page
Customer Terms & Conditions	Logic SHE Solutions Ltd & Logic Global Solutions Limited	Page 1 of 2

4. Privacy

- 4.1. You voluntarily choose to give us your personal details via e-mail or on an online form to enquire or apply for any of our services.
- 4.2. The information you provide may be used by Logic SHE Solutions Ltd/Logic Global Solutions Limited to inform you of any of our products or services we feel you may be interested in. If you do not want to receive such information, please advise us via email.
- 4.3. We may share your data with third parties who provide services on our behalf. We will not share your personal information with any other third-party unless we have your permission, or the law requires us to.
- 4.4. Any personal information we hold about you is stored and processed in accordance with the UK’s Data Protection Act 2018.

5. Training courses

- 5.1. All training courses are provided on the understanding that payment in full must be received prior to the commencement of the course taking place – unless otherwise agreed.
- 5.2. Places will be allocated on a strictly first come first served basis.

6. Training and consultancy services cancellation policy

- 6.1. Logic SHE Solutions Ltd/Logic Global Solutions Limited reserves the right to alter or cancel the dates or provision of service, the venue or the person/company delivering the course.
- 6.2. In the event of cancellation, services will normally be transferred to the next available date unless an alternative arrangement is made at the client’s request.
- 6.3. Should the client cancel/not attend the service on the date agreed, Logic SHE Solutions Ltd/Logic Global Solutions Limited reserves the right to apply the following charges (notice dates are inclusive of weekends):
 - 0-6 days notice 0% cost refunded
 - 7-14 days notice 50% cost refunded, less any incurred costs
 - 15-28 days notice 75% cost refunded, less any incurred costs
 - More than 29 days notice 100% cost refunded, less any incurred costs
- 6.4. Logic SHE Solutions Ltd/Logic Global Solutions Limited may also charge an admin fee of £35.00 for each cancellation or transfer.
- 6.5. All cancellations/transfers must be confirmed in writing.

Document	Issued By	Page
Customer Terms & Conditions	Logic SHE Solutions Ltd & Logic Global Solutions Limited	Page 2 of 2