



Terms and conditions

We work to the terms and conditions set out below in order to operate efficiently and competitively.

Final version documents

In order to avoid unnecessary cost and extra work, we ask our clients to ensure that the documents sent to us for the purpose of being made accessible are final versions in terms of both content and layout.

Clients are advised that once we have started work on a document, if the client wants to submit an updated or modified version of the document, then additional charges may apply because some accessibility work already completed on the original document is likely to have to be abandoned.

Clients are further advised that such late changes to requirements may result in completion deadlines being adjusted.

Equipment and technical requirements

In the case of training, the trainer will bring the computers and software required to guide those attending.

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Delegates may also be expected to have their own computers and relevant software available at the training venue for “hands-on” training. However, if training delivery is to be “lecture style”, then delegates will not need their own equipment. We will discuss your training requirements with you to establish which method will work best.

We will advise you if any special equipment, such as projectors or TV screens, is required to enable us to fulfil the contract at the training venue.

Copyright

Please note that all our training materials, including our course manuals, are strictly copyright protected and may not be reproduced in any format without the express permission of the Accessible Digital Documents Company Ltd.

Travel and accommodation expenses

We reserve the right to charge all travel, accommodation, subsistence and any other reasonable costs incurred in connection with the provision of our services.

Cancellation, postponements and delays

This cancellation policy applies primarily to changes to training and consultancy dates, but can also apply to document accessibility work.

We ask our clients to let us know as soon as possible about any delays or adjustments to project schedules and requirements, and accordingly we

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reserve the right to adjust schedules and deadlines in response to such changes.

We do our best to accommodate changes wherever possible. However, please be advised that cancelling at late notice may result at the very least in travel and accommodation expenses being charged to you.

We will do everything we can to avoid having to cancel or postpone work. If this is necessary, we will give you as much notice as possible.

If you cancel training or on-site consultancy, subject to any other agreement being reached, we operate the following cancellation policy:

- 7 to 14 days' notice prior to start date, there will be a 25% charge
- 6 days or less, we reserve the right to require payment in full

Payment

We will send you an electronic invoice, after work is completed. The full balance is due 30 days after issue of the invoice.

We reserve the right to charge statutory interest on late payments in accordance with late payment legislation, at a rate of 8% above the Bank of England base rate, as well as any debt recovery costs.

The Accessible Digital Documents Company Ltd

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