

Terms and Conditions of Business

In these Terms of Business, the following definitions apply: –

“Smart Health Solutions” means Smart Health Solutions Ltd of Silverstream House, 45 Fitzroy Street, Fitzrovia, London, W1T 6E

“Assignment” means the period during which Smart Health Solutions staff are supplied to render services to the client.

“Client” means the person, firm or corporate body together with any subsidiary as defined by the Companies Act 1985 to which Smart Health Solutions staff are supplied.

The Client agrees to pay the charges of Smart Health Solutions as notified at the commencement of the Assignment and may be varied from time to time during the assignment.

Where expenses are agreed upon, they will be charged at cost. All travel will be 2nd class unless agreed. All mileage will be billed at 45p per mile, and all hotels will be 3 stars or less unless agreed.

VAT is payable on the entirety of these charges at the current prevailing rate. All invoices submitted to the Client are payable within 30 days.

Under the Late Payment of Commercial Debts (Interest) Act 1998, Smart Health Solutions reserves the right to charge interest on any overdue amounts at the rate of 8% per annum above the base rate of the Bank of England. Interest will be calculated on a weekly basis.

The work performed in each period during the currency of the contract shall be invoiced separately unless otherwise agreed between both parties. Each invoice for work performed in any period shall be payable by the customer in full in accordance with the terms of payment provided for herein, without reference to and notwithstanding any defect or default in the work performed or to be performed in any period.

If requested by the Client, Smart Health Solutions will raise invoices for work to be completed in a future period. The client acknowledges that any and all funds must be used within 12 months of the invoice date.

No refunds will be given after this date, and any outstanding balance will expire.

If a training course is cancelled by the customer, the following charges will apply:

- All bookings cancelled within seven days of the actual training will be charged at full price.
- All bookings cancelled within fourteen days of the actual training will be charged at 50% of the full price.



- All bookings cancelled more than fourteen days of the actual training will be charged at 30% of the full price.

This Agreement embodies the entire understanding of the parties in respect of the services offered and there are no other terms or conditions or obligations written expressed or implied other than those contained herein.

These terms may only be varied with the written agreement of both parties.