

Support Service Required

(complete where necessary and tick the box relating to the service being ordered)

Licence Renewal Preparation

To order, tick a box to indicate which package is required.

Package 1 - £450 (+vat) plus travel expenses

Package 2 - £900 (+vat) plus travel expenses

Additional Site Audit

Site audit - £180 + vat

To order, complete and submit an audit request form which is available at www.arca.org.uk/asbestos-removal-contractors-association-additional-audits

Management System Review

This is a bespoke service requiring a quotation prior to order.

To order, tick box and complete the following information:

ARCA Quotation Reference: Cost Quoted:

Extensive Specialist Advice

For example, in-depth review of Standard Procedures, Plans of Work or TNA system.

This is a bespoke service requiring a quotation prior to order.

To order, tick box and complete the following information:

ARCA Quotation Reference: Cost Quoted:

Company Details

Company Name*:

Address:

Post Code:

Company Contact*:

Contact Tel*: Contact email*:

Order Details

Purchase Order Number*:

Training Credits: Use credits to pay for this service# Yes / No

Booked by (print name)*: Signature*:

Date*:

* these fields must be completed for an order to be accepted

when training credits are insufficient an invoice will be issued for the outstanding balance

Submit Completed Booking Form

Post to: Membership Compliance Manager, Asbestos Removal Contractors Association. Unit 1
Stretton Business Park 2, Brunel Drive, Stretton, Burton upon Trent, DE13 0BY

Email to: audit@arca.org.uk

Terms and Conditions

Bookings

A booking will only be accepted with a fully completed booking form and purchase order, and should include an authorising signature which is confirmation of acceptance of these Terms and Conditions.

If a booking form is returned electronically, then inserting the bookers name into the signatory box will be confirmation of acceptance of these Terms and Conditions.

Booking fees will either be in accordance with published fees for standard services or quoted fees for bespoke services. Fees will be charged in accordance with the quotation provided at the time of enquiry. Quotations remain valid for 90 days following the date of the quotation.

Booking Confirmation

ARCA will confirm the booking, together with times, location(s), contact details etc. by email, and update arrangements by email should any amendments be requested or required. Service provision is subject to staff/associate availability.

Payment Terms

Payment is only accepted in UK pounds sterling, with vat added at the current rate.

Payment may be made by direct bank transfer to the 'ARCA Ltd' bank account (details available through the Membership Department or Accounts Department), by cheque (payable to ARCA Ltd), credit or debit card, or by using any available training credits from your membership subscription.

Cancellations / Refunds

Notice given prior to agreed date of service provision

Cancellations

Change of Date

More than 10 working days

We shall credit you the full booking fee.
Cancellation request to be made in writing and emailed to audit@arca.org.uk

The service provision can be transferred once without incurring a charge, subject to availability.
Transfer request to be made in writing and emailed to audit@arca.org.uk

Between 10 and 5 working days

We shall refund you 50% of the Booking Fee.
Cancellation request to be made in writing and emailed to audit@arca.org.uk

The service provision can be transferred once and will incur an additional £50 charge. Transfer is subject to availability.
Transfer request to be made in writing and emailed to audit@arca.org.uk

Less than 5 working days

No refund shall be made.
Cancellation request to be made in writing and emailed to audit@arca.org.uk

Change of date not available

Booking made less than 10 working days before the start date

Bookings cancelled after this date will be subject to the same cancellation process based upon the notification period stated above.

Change of date not available

Service Provision

The service will be provided in accordance with the details and timescales included in the quotation at the time of enquiry, together with any updates subsequently agreed in writing. All information accessed or obtained will be used for the sole purpose of providing the service required, and will not be shared with any other third party for any reason.

Unforeseen Circumstances

We shall not be liable to you for any delay or for the consequences of any delay in performing our obligations under this agreement if such delay is due to any cause or circumstance beyond our reasonable control.