



# NQA PAYMENT TERMS / TRAVEL AND SUBSISTENCE POLICY

## PAYMENT TERMS

Fees and charges, as prescribed, shall be exclusive of VAT which shall be payable in addition at the prevailing rate, are non-refundable and payable as follows:

- a) Initial Fee - payable upon acceptance of the Quote Letter (or, if appropriate, a direct debit mandate to be completed on acceptance of the Quote Letter),
- b) Annual Registration Fees and other charges payable by 1st May,
- c) Cancellation Fee – payable within thirty (30) days of the date of invoice (unless covered by a direct debit mandate),
- d) where payment of a Registration Fee or Annual Registration Fee is made by direct debit, a mandate shall be received by NQA within twenty-eight (28) days of the request for payment.

## TRAVEL AND EXPENSES

The cost of travel time and expenses for audits conducted on mainland UK and Republic of Ireland are currently included within the Registration Fee quoted in the Quote Letter. This is provided on the basis that NQA will utilise the geographically closest audit team.

In the circumstances set out below, NQA will inform the Client that the Registration Fee quoted in the Quote Letter is exclusive of expenses and travel time. Expenses and travel time will be recharged to the Client in accordance with this policy.

- a) If the Client requests a change to the audit team or requests a small audit team to cover a large geographical spread of locations and this materially increases the travel and subsistence for the audit team. The client will be informed of the anticipated expenses prior to NQA confirming a new audit team.
- b) The audit is outside of mainland UK and Republic Ireland (for clarification outside includes Shetland Islands, Orkney, Channel Islands, Isle of Wight, Isle of Man etc.)

Where material expenditure on flights and hotels is required to be made prior to an audit, NQA may request the Client to make a full or partial pre-payment towards the cost in advance.

Initial registration will not be granted to the Client if any fees or expenses related to assessments are outstanding.

### **TRAVEL TIME:**

- If an Auditor is required to travel for more than half a day (4 hours) to your (NQA UK Client) location, then travel time will be chargeable at your standard day rate

### **FLIGHTS:**

- NQA will always utilise the most time efficient and economic route as possible to get an Auditor to your (NQA UK Client) location
- Economy Flights will be booked for any audit conducted within Europe
- Where a flight is longer than 7.5 hours in duration, a Premium Economy (or equivalent) seat will be booked
- All flights booked will be charged to you (NQA UK Client) at cost
- In the event of the cancellation of an audit, any incurred flight costs will be billed back to you (NQA UK Client)

### **HOTELS:**

- Hotels will be booked with a minimum 3\* rating (IHG or Premier Inn etc)
- All hotels booked will be charged to you (NQA UK Client) at cost
- In the event of the cancellation of an audit, any incurred hotel costs will be billed back to you (NQA UK Client)

### **FOOD AND SUBSISTENCE:**

- Food and associated subsistence will be charged back to you booked will be charged to you (NQA UK Client) directly at cost with the following guidelines
  - o Continental Breakfast
  - o Standard lunch (Sandwich, Salad etc) plus one drink (non-alcoholic)
  - o Standard 2 course evening meal plus two drinks