

CANCELLATION POLICY

Surveillance and Re-assessment visits will normally be booked three or more months in advance, other assessments, including Stage 1, 2, special or short notice audits maybe booked at a shorter notice.

Notification of a planned visit is sent to the customer (by email to the primary contact, unless methods or different contact details are requested by the customer) by the Interface office to which sufficient time (usually 3 months) is given for the Customer to respond to Interface with formal notice that the proposed date is not convenient. At this stage this is a provisional date and is able to be re-booked at no charge or fee to the customer.

A further notification, no less than 6 weeks prior to the visit (where possible) is sent to the Customer to confirm the appointment date. The Customer may respond within a two week period up to 4 weeks of the appointment date to re-schedule the visit at no further cost.

In each case, no response by the customer to the appointment letter will be taken by Interface that the Customer accepts and agrees to the provisional date or the confirmed date unless otherwise advised.

If a customer agrees the date of a visit and then cancels or postpones it with more than 2 weeks but less than 4 weeks notice, there will be a cancellation charge of 25% of the fee. If the cancellation or postponement is made on the day or up to 2 weeks prior to the agreed date then 100% of the fee is liable.

In all cases, any non-refundable travel or subsistence costs that have been expended will be recovered from the customer.

An invoice for the cancellation charge will be sent to the customer and we reserve the right to withhold any grant, maintenance or renewal of certification until it is settled.

Cancellation of Certification by a customer, when there is a planned or confirmed visit, is considered as a cancellation of the assessment by the customer and the above cancellation policy applies.

This Policy is also applicable to Interface office based assessments, to which time has been allocated to an Assessor, but the Customer has failed to submit required documents or is unavailable for an assessment via phone or other agreed communication mediums, to enable the Assessment to be completed and a re-schedule of this assessment is required.

This Policy also forms part of our Terms and Conditions and is agreed upon by the Customer when signing the Contract for Services.

Notice from Appointment Date	Cancellation Charge Due
>4 Weeks	Nil
=< 4 Weeks but >2 Weeks	25% of Full Fee
<2 Weeks	Full Fee