



TERMS AND CONDITIONS FOR CHARGEABLE BUSINESS ADVICE

1. Parties concerned:

1.1 Peterborough City Council delivers the Trading Standards Service on behalf of both Cambridgeshire County Council and Peterborough City Council.

1.2 These terms and conditions are an agreement between Peterborough City Council (referred to below as “us”, “we” and “our”) and the business requesting advice/support (referred to below as “you” and “your”). The terms apply where you have requested trading standards related advice or support from us in relation to your business activities (“advice”).

2. Our Obligations:

2.1 Before any advice is provided we can, on request, provide you with an estimate of the likely charge for the advice you require. This figure is a guide only and the final amount due may be more or less than estimated. Any charges will be based on our hourly rate as published in our [Fees and Charges](#) (see ‘Place and Economy Non-Statutory Fees and Charges’).

2.2 We will provide you with an appropriately qualified and experienced officer to assist with your request.

2.3 We will provide you with relevant, current and specific advice as requested by you.

3. Your Obligations:

3.1 You will provide the necessary up-to-date and accurate information about your business in order for requested advice to be given. We will only provide advice on the basis of the information provided to us by you. You bear full responsibility for ensuring that all information provided to us is complete, accurate and up-to-date.

3.2 Prior to provision of any advice, you must complete and return the Registration Form to us.

3.3 You agree to pay in full our charges for the provision of the requested advice, within 28 days of receiving our invoice. Invoices will be sent out quarterly. The current charges are shown on our website.

4. Affiliation/Logos:

4.1 The use of this service does not entitle you or your business to claim any affiliation with or approval by Peterborough City Council, Cambridgeshire County Council or Trading Standards. You are not permitted to use any of their respective logos.

5. Late Payment

5.1 In the event that you do not pay us the full amount outstanding against an undisputed invoice within the period specified in clause 3.3, we may bring civil proceedings against you to recover the amounts owed plus costs and interest. No further advice or support will be provided to you under this agreement until all outstanding amounts are paid in full.

6. Compliments or Complaints

7.1 You can provide compliments or complaints about the service you have received from us via our website.

7. Data Protection and Freedom of Information

7.1 We will record details of your request and the advice given. All information will be processed and stored in accordance with our legal obligations under the relevant data protection legislation. More information about can be found <https://www.cambridgeshire.gov.uk/privacy-statement/privacy-notice/>

7.2 Please be aware that we may be required to release information held by us under the Freedom of Information Act 2000 or the Environmental Information Regulations 2004. If you wish to find out more about the information which is subject to such requests, the ICO website has details – www.ico.org.uk

8. Review of terms and conditions

8.1 These terms and conditions will be subject to review from time to time.

9. Jurisdiction

9.1 These terms and conditions shall be governed by and interpreted in accordance with English law and the parties submit to the exclusive jurisdiction of the courts of England.