

## What to expect on the day of assessment & Risk Assessment Booking Terms

We would like to express our gratitude for selecting 225 Fire Solutions to carry out the agreed work at your premises. We sincerely appreciate your trust in our services and look forward to meeting you.

### Process Overview:

The fire risk assessment typically requires 40 to 60 minutes, depending on the size and complexity of the premises. Our team of fire professionals will conduct the assessment and perform the following tasks:

- Identify potential fire hazards and assess the risk to individuals.
- Evaluate the effectiveness of existing fire safety measures and identify any deficiencies.
- Recommend necessary improvements to enhance current fire safety measures.
- Provide a comprehensive written report outlining the findings and recommendations.

### Assessment Requirements:

To ensure a smooth assessment process, we kindly ask that you meet the following requirements:

1. Accessible Locked Areas: Please ensure that our assessors can easily access locked areas such as storage cupboards. Prior to our arrival, kindly provide access information, including key codes if necessary.

2. Relevant Documentation: **If applicable**, please provide our risk assessors with the following documentation:

- Inspection Records for (PAT) Testing and Fixed Wire (EICR).
- Records of Fire Equipment Testing (your internal testing documentation).
- Documentation for Fire Equipment Servicing (including alarms, lighting, and extinguishers).
- Evacuation plans.
- Fire door inspections
- Fire safety Information in which you provide residents/tenants
- Certificates for Staff Fire Safety Training and Records of Evacuation Drills.
- PEEPS/GEEPS Plans, Staffing Levels, and Anticipated Occupancy Figures.
- Gas Safety and Heating and ventilation Inspection Certificate.
- Floor and Building Layouts
- Fire Action Plans, Policies, and Procedures.
- Previous Fire Risk Assessment Reports with completed action plans.
- Fire strategy or design plans.
- Additional relevant fire safety documentation.

By ensuring these requirements are met, we can conduct a comprehensive assessment and provide you with accurate and valuable insights into your property's fire safety measures.

Documentation Requirement: Please be advised that if the assessor does not receive the necessary documentation following the site inspection, it may be assumed that the specific service, inspection, or action has not been completed. This assumption could result in additional considerations being included in your fire risk assessment. Documentation Relevance: Please note that certain documentation may not be applicable to your property or business.

Thank you for considering our fire risk assessment services. Below are the **terms and conditions** for booking:

1. **Booking Confirmation:** A booking is considered confirmed upon receipt of a written confirmation via email with date confirmed.
2. **Payment:** Payment for the fire risk assessment is required within 14 days of receipt of your completed fire risk assessment. We accept bank transfers only.
3. **Cancellation and Rescheduling Policy:** Should you need to cancel or reschedule your assessment; we kindly ask that you notify us at least 48 hours prior to your appointment. Please note that cancellations made within 48 hours of the scheduled time will incur a cancellation fee of 50% of the quoted price, which will be added to your final invoice.
4. **Site Access Policy:** Clients are responsible for ensuring that our assessors have complete and safe access to the premises during the assessment. Any delays or access restrictions may lead to rescheduling or additional charges. A rescheduling fee of 50% of the quoted price will be applied and included in your final invoice.
5. **Confidentiality:** We understand the sensitivity of the information shared during the assessment. Therefore, we assure you that all information obtained during the assessment will be treated as confidential and used only for the purpose of the assessment.
6. **Liability:** While our assessors will conduct a thorough assessment, it is important to note that we cannot be held liable for any existing or future fire-related incidents on the premises. Our assessment provides recommendations and guidance to minimize risks, but it is the client's responsibility to implement them.
7. **Compliance:** Our fire risk assessments are conducted in accordance with relevant local fire safety regulations and guidelines. However, it is the client's responsibility to ensure compliance with any specific legal requirements or industry standards applicable to their premises.
8. **Feedback and Disputes:** We value your feedback and strive to ensure our services meet your expectations. In the event of any issues or disputes, please contact our customer service team, and we will do our best to address and resolve them promptly.
9. **Assessment Coverage:** The assessment will focus on the designated areas of the property as outlined in the booking confirmation. Additional areas may incur extra charges. If, upon arrival at the site, the property does not match the description provided or if a fire risk assessment is deemed unsuitable (for instance, if the property is under design or construction and requires a fire strategy), a fee of 50% of the quoted price will be charged.
10. **Post site inspection:** After conducting a thorough site inspection, we occasionally come across properties that surpass our limits in terms of knowledge, experience, or complexity. In such rare cases, we will promptly notify you that we are unable to proceed with the assessment. Nonetheless, our dedicated customer service team will begin efforts to link you with a highly qualified specialist who can assist you as soon as it is practically feasible.

**By booking our fire risk assessment, you acknowledge and accept these terms and conditions. If you have any further questions or require clarification, please feel free to reach out to our customer service team Thank you for your cooperation in ensuring a smooth assessment process.**