

What to expect on the day of assessment & Booking Terms & Conditions.

We would like to express our gratitude for selecting 225 Fire Solutions LTD. We sincerely appreciate your trust in our services and look forward to meeting you.

Process Overview:

The fire risk assessment site visit duration will depend 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:

If applicable

- 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/Actions being included in your fire risk assessment.

Documentation Relevance: **Please note** that certain documentation may not be applicable to your property or business, please check with your assessor if you have any concerns.

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

1. Definitions

- "Client" or "Customer": the person or entity booking the Services.
- "Services": the fire risk assessment and related reporting provided by 225 Fire Solutions Ltd
- "Report": the written fire risk assessment delivered following the site inspection.
- "Responsible Person": as defined under the relevant fire safety legislation.
- "We/Us/Our": 225 Fire Solutions Ltd.
- "You/Your": the Client.
- "Commercial clients": examples include Hotels, shops, office facilities, schools, industrial units etc.
- "Residential clients": examples include short-term Holiday letting properties, HMO and shared houses under a landlord or management company, blocks of residential flats etc.

2. Booking

- A booking is confirmed when we send written confirmation by email of the agreed date.
- These Terms apply to all bookings and will be provided to the Client either as an email attachment or via our online booking request form. Where an online booking form is used, the Client must follow the provided link and tick the confirmation box to indicate they have read and agree to these Terms before the booking is accepted.
- By confirming a booking (either via email confirmation or by ticking the online acceptance box), the Client acknowledges that they have read, understood and accept these Terms.

3. Services and Scope

- We will conduct a fire risk assessment of the areas specified in the booking confirmation, identify hazards, evaluate existing controls, and provide a written Report with recommendations.
- Exclusions: assessment of external wall construction/cladding, detailed fire door surveys, and specialist technical hazards (e.g., lithium battery storage, photovoltaic systems) are excluded from the standard Service. Where excluded matters are identified, we may recommend specialist surveys.

4. Client Obligations

- Access: Ensure safe, full access to the premises and any locked areas; provide keys/codes or a responsible representative on site.
- Documentation: Provide any relevant records reasonably requested (e.g., PAT/EICR, fire equipment servicing and testing records, evacuation plans, training certificates, previous FRAs, floor plans). If requested documentation is not provided, we may record scope limitations, and this may affect findings and recommendations.
- If inability to access areas or obtain documentation materially limits the assessment, additional charges or rescheduling may apply.

5. Fees and Payment

- Invoicing: We will issue an invoice on delivery of the Report or on completion of the Service. Invoices are generated from our banking system and will be sent to you in a separate email.
- Payment Terms: Payment is due upon invoice.
- Currency: All payments must be made in GBP.
- Payment Method: Payment must be made by bank transfer to the account specified on the invoice, unless another method is agreed in writing.
- Reminders: A payment reminder will be issued from our banking system. A further follow-up reminder may be sent directly by your assessor or other designated contact.
- Flexibility: We understand these payment terms may not be fully achievable for some clients. If you need extended terms, please contact a member of our team directly to discuss and arrange an alternative payment plan.
- Late Payment: If payment is not received within 30 days from the date of invoice, a late payment fee of £100 will be incurred. Thereafter, an additional £100 will be applied for each month (or part month) that the invoice remains outstanding. Late payment fees will be issued via separate invoices. We reserve the right to recover any reasonable costs incurred in recovering overdue sums, including collection agency and legal fees.
- VAT: 225 Fire Solutions Ltd is not a VAT-registered company; invoices do not include VAT.
- Payment Receipts: No payment receipt will be provided automatically. If a receipt is required, please email a member of our team and one will be issued.
- Refunds: No refunds will be made for Services that have been fully performed. If Services are terminated or not completed for reasons within our control, refunds (if any) will be at our discretion and prorated to reflect work performed to date.

6. Electronic Communication

- All notices, requests, or other communications required or permitted under these Terms may be made by electronic means, including email, and shall be deemed to have been duly given when received. The Client agrees to the use of electronic communication for all communications related to the Services.

7. Cancellation and Rescheduling

- Notify us at least 48 hours before the scheduled appointment to cancel or reschedule without penalty.
- Cancellations or rescheduling within 48 hours of the appointment may incur a fee of 50% of the quoted price, which will be added to the final invoice.
- We may waive or vary charges at our discretion in exceptional circumstances.

8. Site Delays and Rescheduling Fees

- Clients must ensure assessors can access the site at the scheduled time. Delays or access restrictions caused by the Client may lead to rescheduling and a rescheduling fee of 75% of the quoted price.

9. Delivery of Report

- Reports will be issued in PDF format via email to the designated contact. Printed copies or postal delivery are available for an additional fee.

- We aim to deliver Reports in a timely manner; delivery times may vary with property complexity and available documentation. We are not liable for indirect or consequential losses arising from report delivery delays.

10. Report Validity, Review and Amendments

- The Report is prepared for the Client named in the Report and is valid until the date stated within it, up to a maximum of 12 months from the date of issue.

- The Responsible Person must review the Report if they believe it is no longer valid (e.g., changes to structure, use, staffing). Revisions or updates requested by the Client will be treated as additional work and charged accordingly.

- The Report must not be altered by the Client or third parties. Any alteration invalidates the Report. We must be given the opportunity to amend/review our original Report where required; we reserve the right to charge for any revised work.

11. Liability and Insurance

- We will exercise reasonable care and skill in providing the Services. However, we cannot guarantee avoidance of enforcement action by any local authority.

- Our liability is subject to the limits of our insurance. We have insurance cover for individual claims up to:

- £5,000,000 per Public Liability claim; and
- £2,000,000 per Professional Indemnity claim.

- Except for liability for death or personal injury caused by our negligence or for fraud, our aggregate liability in respect of any claim arising out of or in connection with the Services shall be limited to the higher of the fees paid by the Client for the Services or the relevant insurance limit stated above.

- Notice of Claims: The Client must notify us in writing of any claim promptly and no later than 3 months from the date the Client became aware (or should reasonably have become aware) of the event giving rise to the claim. Failure to provide timely written notice may limit or extinguish our liability.

12. Indemnity

- The Client shall indemnify, defend and hold harmless 225 Fire Solutions Ltd, its officers, employees and agents from and against all claims, liabilities, losses, damages, costs and expenses (including reasonable legal fees) arising out of or in connection with: (a) the Client's negligence, wilful misconduct or breach of these Terms; (b) any inaccurate, incomplete or misleading information provided by the Client to 225 Fire Solutions Ltd; or (c) the Client's failure to implement or act upon recommendations in the Report. This indemnity shall not apply to the extent that such loss or liability arises directly from the negligence, wilful misconduct or fraud of 225 Fire Solutions Ltd. The Client's liability under this clause shall be limited to the greater of the fees paid for the Services or - £5,000,000 per Public Liability claim; and - £2,000,000 per Professional Indemnity claim and shall exclude indirect or consequential losses. The Client must notify 225 Fire Solutions Ltd promptly of any claim and shall have the right to assume conduct of the defence and settlement of such claim, provided that 225 Fire Solutions Ltd may participate in such defence at its own expense.

13. Confidentiality and Data Protection

- We will treat information obtained during the assessment as confidential and use it only for the purpose of providing the Services.

- We will process any personal data in accordance with applicable data protection laws. Our Privacy Policy (available on request) describes how personal data is used and retained.

Contact: 225firesolutions@gmail.com.

14. Photography and Marketing

- During site visits we may take photographs for reporting and for marketing purposes, including social media. Photographs used for marketing will not identify individuals by name.

- If the Client does not consent to photographs being taken or used for marketing, the Client must notify us in writing before the scheduled inspection. We will respect written refusals and limit photography accordingly.

15. Health & Safety

- Our assessors will comply with site safety rules. The Client must ensure a safe working environment and provide relevant health & safety information.

16. Ongoing Management and Responsibilities

- The Client is responsible for implementing actions arising from the Report, ensuring competent persons carry out remedial work, maintaining fire safety measures, and keeping the Report under review.

- We are not responsible for ongoing testing, maintenance, or management of fire safety measures unless separately contracted.

17. Third-Party Reliance

- The Report is prepared for the Client and may not be relied upon by third parties without our prior written consent.

18. Force Majeure

- Neither party is liable for failure or delay caused by events beyond reasonable control (e.g., strikes, transport disruption, pandemics, severe weather).

19. Complaints and Disputes

- Contact us at 225firesolutions@gmail.com to raise any concerns. We will attempt to resolve disputes amicably.

20. General

- These Terms constitute the entire agreement for the Services and supersede prior communications.
- If any provision is found invalid or unenforceable, the remainder shall remain in full force.
- Headings are for convenience only.

21. Acceptance

By confirming a booking, you acknowledge that you have read, understood, and accept these Terms & Conditions.

22. Fee Table

ITEM	FEE
1. Cancellations 48HRS Prior to site visit	£0.00
2. Cancellation within 48 hours of the scheduled assessment visit.	50%
3. Late Payment: If payment is not received within 30 days from the date of invoice	£100
4. Assessment visit aborted due to no access	75%
5. Building in the construction phase – fire risk assessment not suitable at this stage.	75%
6. Additional fire risk assessment report required due to the building layout or scope exceeding the original quotation	75%

Where applicable, additional fees incurred under these terms will be invoiced either alongside the completed fire risk assessment or by way of a separate invoice, at the discretion of 225 Fire Solutions Ltd.

Contact

225 Fire Solutions Ltd

Email: 225firesolutions@gmail.com

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.



225 FIRE SOLUTIONS LTD

Fire Safety And Risk Assessment
Specialists