



**Title:** Quidos Membership Pricing Terms & Conditions

**Issue:** v.2.6

**Issued By:** Sarah Rigby **Date:** 14/03/2024

**Approved By:** Billy Say **Date:** 02/04/2024

#### Revision History

| Issue | Issued     | Approved   | Reviewed                 | Description of change(s) made                                                                                                                                                            |
|-------|------------|------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.8   | 06/02/2015 | 07/02/2015 |                          |                                                                                                                                                                                          |
| 1.9   | 17/11/2015 | 17/11/2015 | 18/11/2016<br>04/04/2017 |                                                                                                                                                                                          |
| 2.0   | 10/10/2017 | 10/10/2017 |                          |                                                                                                                                                                                          |
| 2.1   | 17/10/2017 | 17/10/2017 | 16/01/2019               |                                                                                                                                                                                          |
| 2.2   | 13/11/2019 | 13/11/2019 |                          |                                                                                                                                                                                          |
| 2.3   | 01/12/2019 | 02/12/2019 | 12/12/2021               |                                                                                                                                                                                          |
| 2.4   | 18/03/2022 | 18/03/2022 |                          |                                                                                                                                                                                          |
| 2.5   | 18/08/2022 | 24/08/2022 | 28/09/2023<br>- SR       |                                                                                                                                                                                          |
| 2.6   | 14/03/2024 |            |                          | QA failure relodgement clause added, point 17. Clause outlines Quidos' right to charge an admin fee for any relodgements carried out following refusal of member to relodge as required. |

## Quidos Membership Pricing Terms & Conditions

### Terms and Conditions

1. All prices exclude VAT
2. All lodgement pricing excludes any associated Register fees at the prevailing rate which are billed separately.
3. Register Fees (England, Wales, Scotland and Northern Ireland) will be classed as disbursements and hence fall outside the scope of VAT.
4. The minimum membership contract term for all options is 12 months.
5. Gold, Ruby and Silver package members must lodge with the iQ-Energy software.
6. Gold, Ruby and Silver package members must pay for lodgements and membership fees by direct debit.
7. The minimum Gold package membership term is 6 months.
8. Any included lodgements with the Silver, Ruby and Gold Package are to be used within the month; these cannot be transferred to following months. The invoicing month starts on the 1st of each month, and ends on the last day of each month.
9. Members may downgrade their membership package at any time by providing 3 complete months written notice, such period commencing at the end of the month when notice is received by Quidos.
10. After the initial 12 months, if members wish to cancel their Quidos membership, members must have provided written notice 3 months prior to leaving the scheme. The related membership fee must be paid for the 3 month notice period.
11. If the situation occurs that an assessor fails three consecutive QA audits, Quidos reserves the right to charge for targeted quality control measures. Only in the circumstance of targeted auditing, a minimum charge per QA audit will be £49 (excluding VAT) assessed on a case by case basis. Members will be advised of all charges in advance.
12. Free CPD hours are offered in e-learning format for Gold members.
13. Quidos reserves the right to adjust monthly fees at any time without notice.
14. Quidos reserves the right to amend, alter, remove or add to these terms and conditions without notice and any new versions take precedence over older versions.
15. Lodgement of sampled EPCs (for definition see MHCLG literature) are excluded from 'inclusive' lodgement quotas in both the Gold, Ruby and Silver package options. Lodgement of all sampled EPCs are chargeable at £3.00 (excluding VAT) each.
16. For Gold packages, if more than 100 reports are lodged in a monthly period, Quidos reserve the right to charge each additional lodgement at £2.25 (excluding VAT) per report. For Ruby packages, additional lodgements are at £3.40 (excluding VAT). For Silver packages, additional lodgements are at £4.50 (excluding VAT).
17. In the unlikely scenario an assessor is unable or unwilling to replace a certificate (such as 'no longer practicing', 'suspended' or 'struck-off'), Quidos will assume the responsibility of providing a replacement 90 days following the audit failure. Where Quidos have to assume this

responsibility, the assessor will be charged one standard lodgement fee (according to the strand of assessment) with an additional £15+VAT admin fee.

18. If any invoice remains overdue after the invoice due date, the membership account(s) will be switched to no access, without notice.
19. Qidos reserves the right to place the member on pre-payment and automatic downgrade to Bronze membership in the event of two consecutive failed payments.
20. Members with a membership status of 'suspended' or 'struck' off will be continue to pay the membership fee during these periods until a written request to close the account(s) in question is received.