

# Service Agreement



## Client details

Business/Trading Name		Main Contact Name	Elaine Oliver
Company Name (if applicable)	downham market	Email	clerk@downhammarketcc.co.uk
Address	Downham Market Town Council 15 Paradise Road Downham Market PE38 9HS	Main Contact Mobile No.	07767828683
Company Reg. No.		Business Telephone No.	01553630655
		Trade/Profession	Other
		VAT Reg. No.	

List all subsidiary and associated companies to be included in the contract (List address on **Additional Information Form** if different from above):

## This contract will cover the following services (please tick as appropriate)

Comprehensive (ES)	<input checked="" type="checkbox"/>	Comprehensive Plus (ES)	<input type="checkbox"/>
Comprehensive (HS)	<input type="checkbox"/>	Comprehensive Plus (HS)	<input type="checkbox"/>

### Employment Services (ES)

- Preparation and updating of employment documentation
- 24/7 telephone advice on employment law, HR & payroll matters and access to BrightHR Online portal

Service Levels

Optional Insurance Policy  
Underwritten by Inwell Insurance Company Ltd



### Health & Safety Services (HS)

- Preparation and updating of management system
- Workplace review and compliance report
- 24/7 telephone advice on health & safety matters and access to Health & Safety Online portal

Service Levels

Optional Insurance Policy  
Underwritten by Inwell Insurance Company Ltd



Total number of additional sites

1

Total number of additional visits

0

## Additional Services

EAP	<input checked="" type="checkbox"/>
Croner Face2Face	5 visits
SafeCheck	0 visits
Fire Risk Assessment	0 visits
Other	
Croner-i Sector	

## Legal Support

(see opposite page)

Early Conciliation Reference No.	
Employment Tribunal Case No.	Days 0

## The contract and insurance terms

Total number of staff for all companies serviced by this contract (include employees/workers/directors/partners etc.)

10

### Contract Period

Initial Contract Period of 60 month(s)

Frequency of Instalments

### Contract Instalments

Payments £ 234.05 +VAT & IPT

Monthly  Quarterly  Annually

## Contract Fees

Services Fee	£ 12638.90	+VAT
Insurance Premium	£ 1404.00	+IPT
Contract Total	£ 14042.90	+VAT & IPT

**Please Note:** First payment due immediately, subsequent instalments due consecutively as stated.

## Declarations

### Insurance Declaration

I confirm that I have read and understood:

- \* Insurance Product Information Document (IPID)
- \* Important Information of the contract

I have also had the opportunity to ask questions about, and check my understanding of, the insurance policy. I confirm this has been a non-advised sale.

(if insurance policy selected)

Signed by client

DocuSigned by:

Elaine Oliver

EB227135FB9430

- This agreement shall be for the duration of the initial contract period.
- This agreement shall continue automatically after the initial contract period for the same period unless terminated by either party giving a minimum of six months' written notice to expire at the end of the initial contract period or any subsequent renewal period.
- Time for payment of the instalments shown above together with these declarations shall be the essence of the contract. Failure to maintain payments will result in 80% of any remaining liability becoming payable immediately.
- The client is able to terminate this agreement at any time within the initial contract period or subsequent renewal period upon payment of 80% of any remaining liability.
- Croner shall be entitled, at the end of the initial contract period and any subsequent renewal period, to increase the fees under this agreement by up to 7% for the following contract period.
- This agreement is approved subject to a creditworthiness assessment. If adverse information is found, Croner reserves the right to cancel this agreement with no liability to the client. Credit reference agencies may be used to assess creditworthiness.

- Croner acts in a consultancy capacity only to assist the client to comply with health and safety legislation and regulations and does not provide any warranty of compliance with health and safety law. The client retains ownership of, and remains responsible for, the management of health and safety in its workplace(s).
- All services provided pursuant to this agreement shall be fully utilised by the client. No refunds or credits shall be due in respect of any underutilised services.
- Copyright in all documentation provided pursuant to this agreement is reserved by Croner, without whose written permission it may not be reproduced or modified.
- This agreement is to be read in conjunction with the terms and conditions of use which are to be accepted when first registering as a user of BrightHR.
- This agreement operates from today's date and I declare the information provided is true and accurate in every respect and no material fact has been misstated or suppressed.

By signing I confirm that I have read and understood the contents of the contract:

Signed by client (authorised signatory for goods and services)	DocuSigned by: Elaine Oliver E1B227135FB9430
Name (print)	Elaine Oliver
Position	Town Clerk
Date	26/2/2021   10:03 GMT

Signed on behalf of Croner	DocuSigned by: John McCaffrey B2D8241E9BC0CA4D
Name (print)	John McCaffrey
Date	26/2/2021   10:05 GMT

This contract is governed by the Laws of England and Wales whose courts shall have exclusive jurisdiction.