



# Labour Terms and Conditions

This document outlines the terms and conditions of any work requiring labour which has been booked in. Labour is chargeable when a client doesn't have an IT support agreement or the work we are being asked to do is outside the scope or hours of an existing IT support agreement.

## Booking in Labour

- Once a quote has been accepted for labour, this will be booked in with an engineer and confirmed with you – this constitutes a booking.

## In Hours Cancellation or Rearrangement

- When booking falls in our standard working hours (Monday - Friday 9am – 5pm, excluding Bank Holidays) then you may cancel or rearrange the booking up to 24 hours' notice at no cost
- If you wish to cancel or rearrange the booking after this, then there will be a 20% fee.



### Out of Hours Cancellation or Rearrangement

- When booking falls outside our standard working hours (outside of Monday - Friday 9am – 5pm, excluding Bank Holidays) then you may cancel or rearrange the booking up to 5 working days at no cost.
- If you wish to cancel or rearrange the booking after this, then the following fees apply:
  - 5-3 working days before confirmed date – 20% of quote
  - 2 or less working days before the confirmed date – 50% of quote
- If we have pre-booked travel or hotel accommodation because of your booking and you choose to cancel or rearrange the booking, then we will invoice you for the costs in full for this, and you agree to pay these costs.

### Out of Hours Work

- The labour does not include any out of hours work, unless specified in the quote.
- If you wish us to extend the booking for any reason (including planned work running over), then you may ask the engineer to do so, but only if you agree to pay the additional charges, which can be detailed in our rate card (<http://resolve.co.uk/rates>)