

ENTO Ltd Cancellation and Postponement Policy (the “Cancellation Policy”)

This policy forms part of the Client’s agreement with ENTO. The maximum fee to be charged to the client will be in accordance with the details below.

Cancellation/Postponement

If the proposed activity (dates agreed with your Assessor and confirmed with ENTO) is cancelled or postponed by the Client at short notice ENTO reserves the right to charge the Client a cancellation fee based on the estimated costs of the proposed activity.

Any cancellation or postponement must be made in writing by the client and sent to assessment@matrixStandard.com or

The **matrix** Team
 ENTO Ltd
 4th Floor, Kimberley House
 47 Vaughan Way
 Leicester
 LE1 4SG

Number of working days before proposed activity date	Maximum charge (the “Cancellation Fee”)
30 or more	0% - except for any planning activity that has already taken place (in which case 100% of the planning time is chargeable)
10 – 29 working days	60% of the estimated cost
9 working days or less	100% of the estimated cost

Where cancellation or postponement has occurred and where a Cancellation Fee is payable by the Client, ENTO shall be entitled to invoice the Client for such sum, and the Client shall pay such Cancellation Fee to ENTO within 14 days of receipt of such invoice.

Additional points

If the Cancellation Policy is being applied, revised dates for the proposed activity can be agreed between the Client and the Assessor, however the activity must not be conducted until the invoice covering the Cancellation Fee has been paid in full. Please note this invoice will cover the Cancellation Fee only and where an Assessment has been postponed, the Client will be invoiced separately for the completed Assessment.