

# Alcumus ISOQAR Cancellation Policy

In order to ensure that we offer our clients the flexibility, responsiveness and reliability that they rightly expect from us, it is imperative that scheduled audit visits take place on the day for which they are scheduled, and are not cancelled or rearranged at short notice.

We schedule the audit visits many months in advance, in consultation with clients, and communicate clearly at the time of arranging the next visit that cancellation at short notice will incur a cancellation fee.

It is the client's responsibility to ensure they are ready for an audit visit. Cancellation due to lack of readiness for the audit is not acceptable, as it deprives other clients of a resource that would otherwise be available to them. It also has a direct impact on Alcumus ISOQAR's resource utilisation which increases the cost of our audit services for all of our clients.

Alcumus ISOQAR is committing resources in agreeing audit dates. Audit dates are normally agreed between the auditor and client during an audit and are recorded on the report; alternatively Alcumus ISOQAR and the client will agree dates for audits which will be confirmed by Alcumus ISOQAR in writing. It is then the client's responsibility to ensure that the audit can be conducted in accordance with the plan on the date(s) agreed.

As per T&Cs agreed to upon applying to certification with Alcumus ISOQAR, when audits are cancelled or re-arranged the following fee structure applies:

- Cancellation within 0-10 Working Days of a planned audit - 100% of the prevailing day rate
- Cancellation within 11-20 Working Days of a planned audit - 50% of the prevailing day rate

Fees are charged per auditor and per audit day.

Any additional expenditure that has been already been incurred by Alcumus ISOQAR and is not reclaimable (including but not limited to flights, other travel expenditure and hotels) will also be charged at cost.

Our Auditors and Client Services Coordinators do not have any discretion to waive cancellation fees.

If you would like to discuss any aspect of our cancellation policy, our Client Services Coordinators will escalate to our Management team accordingly.



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