



Bronze Service Terms and Conditions

1. Our 'Bronze Service for Schools' is available to all Business Managers, Bursars, Headteachers and those in a similar role.
2. We reserve the right to decide who may use the service and to keep the reasons for our decision confidential. Our decision is final.
3. Our free advice service is limited to 30 minutes once per month. This is to prevent abuse of the service and to allow the service to be accessed by as many users as possible.
4. We recommend you submit your query in writing as this will allow us the full 30 minutes to research and respond.
5. If you choose to raise your query on the telephone please be aware that time spent on the call will count towards your 30 minute consultation time.
6. If your query is complex and requires more time we will advise you that we will need to charge a fee. All costs will be agreed prior to the commencement of any chargeable work and you will be required to sign our standard contract documentation.
7. Our 'Bronze Service for Schools' consultation service is intended to give general advice and signposting only. It is not intended that this service will provide a detailed resolution to your query. We accept no liability for any claims made or damages arising from the advice provided. You are advised that you are using this service at your own risk.
8. All discussions and information shared remains confidential.
9. Our work is covered by our professional indemnity insurance cover. Details available on request.