



CQL Group

Cancellation Policy



► Cancellation Policy

This policy applies to all work carried out by the CQL group of companies which includes Capital Quality Limited (CQL) and CeQueL2 Limited (CQL2)

If any project is cancelled or postponed at short notice by the client, CQL/CQL2 reserves the right to charge a cancellation fee based on the estimated costs of the project. In all cases both CQL/CQL2 and, if applicable, the advisor or assessor must be notified by telephone and a letter of confirmation sent by the client to The Operations Manager Capital Quality Ltd, 4th Floor, New Penderel House, 283-288 High Holborn, London WC1V 7HP.

CQL/CQL2 will examine each cancellation / short notice postponement on a case-by-case basis and take into account any special circumstances surrounding the request for cancellation due before deciding whether to invoke the cancellation charge. CQL/CQL2 will also use its best endeavours to minimise any fee that is due. In all cases the maximum that will be charged is as follows:

Number of Working Days before First On Site Day or commencement of project	Maximum Cancellation Charge
30 or more	Nil other than for any Pre-assessment planning work (charged at normal day rate)
20-29 working days	25% of Estimated Costs
10-19 working days	50% of Estimated Costs
9 working days or less	100% of Estimated Costs

Working days are classed as Monday to Friday except for Statutory Bank Holidays, Good Friday, and the period 24th December to 1st January inclusive.