

## Terms and Conditions relating to Food Safety

### Interpretation

1.1 In these terms and conditions:

**“Acknowledgement”** means the written confirmation sent to the Customer confirming the Charges and providing a receipt for payment;

**“Agreement”** means the contract between (i) the Supplier and (ii) the Customer;

**“Charges”** means the charges for the Services as specified in the Specification;

**“Confidential Information”** means all information which has been designated as confidential by either Party in writing or that ought to be considered as confidential (however it is conveyed or on whatever media it is stored) including information the disclosure of which would, or would be likely to, prejudice the commercial interests of any person, trade secrets, Intellectual Property Rights and know-how of either Party and all Personal Data and Special Categories of Data within the meaning of the Data Protection Legislation. Confidential Information shall not include information which:

- (i) was public knowledge at the time of disclosure (otherwise than by breach of clause 10 (Confidential Information; Disclosure of Information and Freedom of Information));
- (ii) was in the possession of the receiving Party, without restriction as to its disclosure, before receiving it from the disclosing party;
- (iii) is received from a third party (who lawfully acquired it) without restriction as to its disclosure; or
- (iv) is independently developed without access to the Confidential Information;

**“Customer”** means the person named as the Customer in the Acknowledgement or Offer Letter;

**“Data Guidance”** means any applicable guidance, guidelines, direction or determination, framework, code of practice, standard or requirement regarding information governance, confidentiality, privacy or compliance with Data Protection Legislation (whether specifically mentioned in this Agreement or not) to the extent published and publicly available or their existence or contents have been notified to the Service Provider by the Council and/or any relevant Regulatory Body;

**“Data Protection Legislation”** means the General Data Protection Regulations and the Data Protection Act 2018 (together referred to as the Data Protection Legislation) and subordinate and subsequent legislation;

**“Deliverables”** means all documents, products and materials developed by the Supplier or its agents, sub-contractors, consultants and employees in relation to the Services in any form;

**“EIR”** means the Environmental Information Regulations 2004;

**“Expiry Date”** means the date on which all the Services have been provided;

**“FOIA”** means the Freedom of Information Act 2000 and any subordinate legislation made under this Act from time to time together with any guidance and/or codes of practice issued by the Information Authority or relevant government department in relation to such legislation and the Environmental Information Regulations 2004;

**“Indirect Losses”** means loss of profits (other than profits directly and solely attributable to the provision of the Services), loss of use, loss of production, increased operating costs, loss of business, loss of business opportunity, loss of reputation or goodwill or any other consequential or indirect loss of any nature, whether arising in tort or any other basis;

**“Law”** means any law, statute, subordinate legislation within the meaning of section 21(1) of the Interpretation Act 1978, bye-law, enforceable right within the meaning of section 2 of the European Communities Act 1972, regulation, order, mandatory guidance or code of practice, judgement of a relevant court of law, or directives or requirements of any Regulatory Body or Relevant Authority with which the Service Provider is bound to comply;

**“Losses”** means all damage, loss, liabilities, claims, actions, costs, expenses (including the cost of legal and/or professional services) proceedings, demands and charges whether arising under statute, contract or at common law but, excluding Indirect Losses;

**“Offer Letter”** means the letter from the Supplier to the Customer offering to supply the Services incorporating these terms and conditions;

**“Party”** means the Supplier or the Customer (as appropriate) and “Parties” shall mean both of them;

**“Personal Data”** has the meaning given to it in the Data Protection Legislation;

**“Personal Data Breach”** has the meaning given to it in the Data Protection Legislation;

**“Pre-existing Material”** means all documents, materials and information provided by the Supplier relating to the Services which existed prior to the commencement of the Agreement;

**“Services”** means the services to be supplied by the Supplier to the Customer under the Agreement attached at Schedule 1;

**“Specification”** means the specification for the Services (including as to quantity, description and quality);

**“Special Categories of Data”** has the meaning given to it in the Data Protection Legislation;

**“Supplier”** means Wolverhampton City Council;

**“Term”** means the period from the start date of this Agreement to the Expiry Date;

**“VAT”** means value added tax in accordance with the provisions of the Value Added Tax Act 1994; and

**“Working Day”** means a day (other than a Saturday or Sunday) on which banks are open for business in the City of London.

## **2 General**

- 2.1 The Services are managed and administered by Wolverhampton City Council.
- 2.2 Each of the Parties represents and warrants to the other that it has full capacity and authority, and all necessary consents, licences and permissions to enter into and perform its obligations under the Agreement, and that the Agreement is executed by its duly authorised representative.
- 2.3 The Agreement cannot be varied except in writing signed by a duly authorised representative of both of the Parties.
- 2.4 The Agreement contains the whole agreement between the Parties and supersedes and replaces any prior written or oral agreements, representations or understandings between them. The Parties confirm that they have not entered into the Agreement on the basis of any representation that is not expressly incorporated into the Agreement. Nothing in this clause shall exclude liability for fraud or fraudulent misrepresentation.
- 2.5 Any waiver or relaxation of any of the terms and conditions of the Agreement shall be valid only if it is communicated to the other Party in writing and expressly stated to be a waiver.

## **3 Basis of Agreement**

- 3.1 The Offer Letter (or email) constitutes an offer by the Supplier to the Customer to undertake the Services for the Customer subject to the Customer's acceptance and in accordance with the terms and conditions of the Agreement.
- 3.2 Where it is possible for the Supplier to provide the Customer with immediate telephone advice, the Agreement will be concluded over the telephone and no Offer Letter will be provided to the Customer. The Supplier will send the Acknowledgement to the Customer.
- 3.3 The Customer will acknowledge the Acknowledgement in writing to the Supplier as soon as reasonably possible
- 3.4 The Customer will pay any Charges owing to the Supplier before the Services are commenced.

## **4 Supply of Services**

- 4.1 In consideration of the Customer's agreement to pay the Charges, the Supplier shall supply the Services to the Customer for the Term subject to and in accordance with the terms and conditions of the Agreement.
- 4.2 In supplying the Services, the Supplier shall:
  - 4.2.1 perform the Services with all reasonable care, skill and diligence in accordance with good industry practice;
  - 4.2.2 ensure that the Services shall conform with all descriptions and specifications set out in the Specification; and
  - 4.2.3 provide all equipment and other items as are required to provide the Services in accordance with the Specification.

- 4.3 The Supplier undertakes to ensure that only experienced and qualified officers provide advice, that the advice will be impartial and that all reasonable steps will be taken to ensure that it is correct at the time at which it is given.
- 4.4 The Customer should take independent legal and professional advice for any specific issues the Customer may have regarding the Customer's particular business.

## **5 Term**

- 5.1 The Agreement shall take effect on the start date of this Agreement when the Customer accepts the Supplier's offer to provide the Services and shall expire on the Expiry Date.

## **6 Statutory Duties**

- 6.1 Using the Services will not prejudice any future statutory inspection by the Supplier or otherwise.
- 6.2 The Supplier is empowered to enforce a variety of civil and criminal statutes. The Supplier has a duty to investigate any allegations of breaches of such legislation and the provision of the Services does not affect this duty in any way whatsoever.
- 6.3 Nothing in this Agreement prohibits the Supplier, or other local or central government authorities from taking legal action in line with statutory enforcement duties and in accordance with the Supplier's enforcement policy as amended from time to time.
- 6.4 The Supplier reserves the right to take enforcement action against any individual or business that neglects its legal obligations and/or deliberately sets out to harm the interests of consumers or other legitimate businesses.

## **7 Charges and Payment**

- 7.1 The Charges for the Services shall be the option offered by the Supplier and accepted by the Customer from those set out in the Specification. In the event that the Supplier agrees in writing to any variation to the scope of the Services, the Charges shall be agreed in writing between the Customer and the Supplier.
- 7.2 Payment is to be made to Wolverhampton City Council via Bank Card Over the Phone Payment
- 7.3 All amounts stated are inclusive of VAT.
- 7.4 If there is a dispute between the Parties as to the Charges, the Customer shall pay the undisputed amount. Any disputed amounts shall be resolved through the dispute resolution procedure in clause 15.
- 7.5 If a payment of an undisputed amount is not made by the Customer by the due date, then the Customer shall pay the Supplier interest at the interest rate specified in the Late Payment of Commercial Debts (Interest) Act 1998.
- 7.6 In the event that the Customer does not pay the Supplier in accordance with clauses 3.4, 7.4 or 7.5 above then the Supplier has the right either not to commence or to cease providing the Services to the Customer until the outstanding amounts including VAT and interest are settled in full. Subject to clause 12 below the Supplier will not bear any liability to the Customer as a result of the cessation of the Services in accordance with this clause.

7.7 The Supplier reserves the right to charge the customer additional sums if, due to circumstances reasonably unforeseen by the Supplier, additional advice is necessary. In the event that this occurs, the Supplier shall agree these extra charges with the Customer in advance, before the additional advice is provided.

## **8 Customer's obligations**

8.1 The Customer shall:

8.1.1 co-operate with the Supplier in all matters relating to the Services;

8.1.2 provide the Supplier with reasonable access at reasonable times to its premises for the purpose of supplying the Services. The Customer shall be responsible for maintaining the security of its premises in accordance with its standard security requirements;

8.1.3 promptly notify the Supplier of any health and safety hazards which may exist or arise at the Customer's premises and which may affect the Supplier in the performance of its obligations under the Agreement;

8.1.4 inform the Supplier of all health and safety rules and regulations and any other reasonable security requirements that apply at the Customer's premises;

8.1.5 provide, in a timely manner, such information as the Supplier may require, and ensure that it is accurate in all material respects.

8.2 If the Supplier's performance of its obligations under the Agreement is prevented or delayed by any act or omission of the Customer, its agents, subcontractors, consultants or employees, the Supplier shall not be liable for any costs, charges or losses sustained or incurred by the Customer that arise directly or indirectly from such prevention or delay.

8.3 The Customer shall be liable to pay to the Supplier, on demand, all reasonable costs, charges or losses sustained or incurred by the Supplier that arise directly or indirectly from the Customer's fraud, negligence, failure to perform or delay in the performance of any of its obligations under the Agreement, subject to the Supplier confirming such costs, charges and losses to the Customer in writing.

8.4 In seeking to obtain the Services from the Supplier, the Customer undertakes to provide details of the Customer's business, including trading name/s, legal name, postal addresses, telephone numbers, email addresses, website addresses and the nature of the Customer's business, as well as contact details for the person requesting the Services. The Services cannot be provided until this information is received.

8.5 The Customer will provide the necessary up-to-date and accurate information and true to the best of the Customer's knowledge and belief about the Customer's business in order for the Services to be provided. The Supplier will only provide the Services on the basis of the information provided by the Customer. The Customer bears full responsibility for ensuring that all information provided to the Supplier is complete, accurate, true and up-to-date. Any false declarations made by the Customer may result in prosecution.

## **9 Intellectual Property Rights**

9.1 As between the Customer and the Supplier, all intellectual property rights and all other rights in the Deliverables and the Pre-existing Materials shall be owned by the Supplier.

9.2 The Supplier licences all such rights to the Customer free of charge and on a non-exclusive,

worldwide basis to such extent as is necessary and to enable the Customer to make reasonable use of the Deliverables and the Services. If this Agreement is terminated, this licence will automatically terminate.

- 9.3 The Customer acknowledges that, where the Supplier does not own any Pre-existing Materials, the Customer's use of rights in the Pre-existing Materials is conditional on the Supplier obtaining a written licence (or sub-licence) from the relevant licensor or licensors on such terms as will entitle the Supplier to license such rights to the Customer.
- 9.4 The provision of the Services by the Supplier to the Customer does not entitle the Customer or the Customer's business to claim any affiliation with or approval by Trade with Confidence or the Supplier. The Customer is not permitted to use any of Trade with Confidence or the Supplier's logos.

## **10 Confidentiality; Data Protection and Freedom of Information**

- 10.1 Subject to clause 10.2 below, each Party shall:
- 10.1.1 treat all Confidential Information it receives as confidential, safeguard it accordingly and not disclose it to any other person without the prior written permission of the disclosing Party; and
- 10.1.2 not use or exploit the disclosing Party's Confidential Information in any way except for the purposes anticipated under the Agreement.
- 10.2 The Supplier may disclose Confidential Information which it receives from the Customer to the extent that the Supplier (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions or if disclosure is required by applicable law or by a court of competent jurisdiction.
- 10.3 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA, the content of the Agreement is not Confidential Information and the Customer hereby gives its consent for the Supplier to publish the Agreement in its entirety to the general public (but with any information that is exempt from disclosure in accordance with the FOIA redacted) including any changes to the Agreement agreed from time to time. The Supplier may consult with the Customer to inform its decision regarding any redactions but the Supplier shall have the final decision in its absolute discretion whether any of the content of the Agreement is exempt from disclosure in accordance with the provisions of the FOIA.
- 10.4 The Supplier does not guarantee the confidentiality of information it holds. The Supplier may receive requests under the FOIA, the Environmental Information Regulations 2004 or any other applicable legislation or codes that govern access to information and the Supplier may be under an obligation to provide such information on request. Such information may include matters relating to, or arising out of this Agreement.
- 10.5 The Customer shall not make any press announcement or publicise the Agreement or any part of the Agreement in any way, except with the prior written consent of the Supplier.

## **11 Information Governance and Data Protection**

- 11.1 The Parties must comply with Data Protection Legislation, Data Guidance, the FOIA and the EIR, and must assist each other as necessary to enable each other to comply with these obligations.

11.2 The Supplier will not keep information longer than is necessary and whilst in the Supplier's possession will safeguard the Customer's personal information according to the requirements of the Data Protection Legislation.

11.3 The Supplier will use the information the Customer has supplied only for the purposes of maintaining a record of the Services and invoicing. The information will be retained for 7 years.

**12 Liability and Insurance - THE CUSTOMER'S ATTENTION IS PARTICULARLY DRAWN TO THIS CLAUSE**

12.1 Nothing in the Agreement limits or excludes the Supplier's liability for:

- i. death or personal injury caused by its negligence;
- ii. fraud or fraudulent misrepresentation; or
- iii. breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 or any other liability which cannot be limited or excluded by applicable law.

12.2 Subject to clause 12.1 the Supplier shall not be liable to the Customer, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Agreement for:

- iv. loss of profits;
- v. loss of sales or business;
- vi. loss of agreements or contracts;
- vii. loss of anticipated savings;
- viii. loss of or damage to goodwill;
- ix. loss of use or corruption of software, data or information;
- x. any indirect or consequential loss.

12.3 Subject to clauses 12.1 and 12.2, the Supplier's total aggregate liability to the Customer, whether in contract, tort (including negligence), for breach of statutory duty, or otherwise, arising under or in connection with the Agreement shall be limited to 125% of the Charges.

12.4 The terms implied by sections 3 to 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from the Agreement.

12.5 Each of the Parties agrees that they will at their own cost effect and maintain appropriate policy or policies of insurance providing an adequate level of cover in respect of all risks which may be incurred by the Parties pursuant to this Agreement.

**13 Force Majeure**

13.1 Neither Party shall have any liability under or be deemed to be in breach of the Agreement for any delays or failures in performance of the Agreement which result from circumstances beyond the reasonable control of the Party affected. Each Party shall promptly notify the other Party in writing when such circumstances cause a delay or failure in performance and when they cease to do so. If such circumstances continue for a continuous period of more than two months, either Party may terminate the Agreement by written notice to the other Party.

**14 Termination**

14.1 The Supplier may terminate the Agreement at any time by giving one (1) months' notice in

writing to the Customer.

- 14.2 Without prejudice to the other remedies or rights a Party may have, either Party may terminate the Agreement with immediate effect on written notice to the other Party if the other Party:
- i. is in material breach of any obligation under the Agreement which is not capable of remedy;
  - ii. repeatedly breaches any of the terms and conditions of the Agreement in such a manner as to reasonably justify the opinion that its conduct is inconsistent with it having the intention or ability to give effect to the terms and conditions of the Agreement;
  - iii. is in material breach of any obligation which is capable of remedy, and that breach is not remedied within 30 days of the other Party receiving notice specifying the breach and requiring it to be remedied.
- 14.3 If the Supplier terminates the Agreement pursuant to clause 14.2 above the Customer shall immediately pay to the Supplier all of the outstanding unpaid Charges and interest.
- 14.4 For the purposes of clause 14.2, the Customer shall be deemed to be in material breach of its obligations if it has not paid any undisputed amounts within 28 days of them falling due.
- 14.5 Termination or expiry of the Agreement shall be without prejudice to the rights of either Party accrued prior to termination or expiry and shall not affect the continuing rights of the Parties under any provision of the Agreement that either expressly or by implication has effect after termination.

## **15 Dispute Resolution**

- 15.1 If the Customer or the Customer's business has any complaints or is not satisfied with the quality of the Services in the first instance the Customer should telephone: 01902 55 4320 or email: [emma.caddick@wolverhampton.gov.uk](mailto:emma.caddick@wolverhampton.gov.uk)
- 15.2 In the event that any dispute is not resolved in accordance with clause 15.1, the Customer shall then refer to Wolverhampton City Council's Complaints Procedure available on <https://www.wolverhampton.gov.uk/complaintswebsite> and/or from the Customer's local Council Office.
- 15.3 The Parties shall attempt in good faith to negotiate a settlement to any dispute between them arising out of or in connection with the Agreement and may agree to alternative dispute resolution, such as mediation. Either Party may exercise any remedy it has under applicable law.

## **16 Subcontracting**

- 16.1 The Supplier reserves the right to sub-contract the provision of the Services or any part thereof to any person and shall give written notice of any sub-contract to the Customer.

## **17 Notices**

- 17.1 Any notice to be given under the Agreement shall be in writing and shall be sufficiently served by personal delivery, or by being sent by first class post in a registered letter to the address of the relevant Party set out in the Offer Letter or Acknowledgment, or such other address as that Party may from time to time notify to the other Party.

## **18 Severance**

- 18.1 If any provision or part-provision of the Agreement is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of the Agreement.

## **19 Governing Law and Jurisdiction**

- 19.1 The validity, construction and performance of the Agreement, and all contractual and non-contractual matters arising out of it, shall be governed by English law and shall be subject to the exclusive jurisdiction of the English courts to which the Parties submit.

## **20 REVIEW**

- 20.1 These "Terms and Conditions" will be subject to an annual review.

For further help or information please contact:

Phone: 01902 552079

E-mail: [tradewithconfidence.food@wolverhampton.gov.uk](mailto:tradewithconfidence.food@wolverhampton.gov.uk)

Website: [www.tradewithconfidence.org.uk](http://www.tradewithconfidence.org.uk)

**Trade With Confidence  
Food Safety List of Packages - Schedule 1**

Package name	Package detail / further breakdown	Package Content	Cost	Units	Total Cost
<b>Mock Inspections</b>	Hygiene Rating Mock Inspection	<ul style="list-style-type: none"> <li>On site consultant visit simulating a food hygiene inspection</li> <li>Debrief and report summarising the visit*</li> </ul>	£190.00		£
	Allergy Management Mock Inspection	<ul style="list-style-type: none"> <li>Onsite consultancy advice covering key allergy management requirements</li> <li>Debrief and report summarising the visit*</li> </ul>	£190.00		£
<b>Food Safety Consultancy</b>	Tailored Consultation	<ul style="list-style-type: none"> <li>Consultant advice</li> <li>Written feedback if required</li> <li>One of our expert Environmental Health consultants will discuss your business needs, including specialised advice and guidance including: allergens, food labelling, sampling, nutritional information, planning, licensing advice, business regulation advice and training on completing your SFBB pack</li> </ul>	£77.00 per hour		£
<b>Food Safety Management Systems</b>	SFBB printed pack for caterers	<ul style="list-style-type: none"> <li>Produced by the Food Standards Agency to help restaurants, cafes, takeaways and other small catering businesses comply with the legal requirement for business operators to document their food safety management systems</li> </ul>	£20.00		£
	SFBB printed pack for retailers	<ul style="list-style-type: none"> <li>Produced by the Food Standards Agency to help small retail businesses comply with the legal requirement for business operators to document their food safety management systems</li> </ul>	£17.50		£
	HACCP printed pack for butchers	<ul style="list-style-type: none"> <li>Helps butchers to comply with the legal requirement for business operators to document their food safety management systems</li> </ul>	£20.00		£
	12 months printed diary sheets refill	<ul style="list-style-type: none"> <li>Diary refill sheets that you can use when you need more pages</li> </ul>	£5.00		£

Package name	Package detail / further breakdown	Package Content	Cost	Units	Total Cost
<b>Primary Authority Partnerships</b>	Initial 30 minute introductory consultation	<ul style="list-style-type: none"> <li>30 minutes free of charge, to discuss the needs of your business</li> </ul>	£0.00		£
	One-off set up fee	<ul style="list-style-type: none"> <li>Initial set up meetings and opportunity to meet with the business, preparation and application process to BRDO</li> </ul>	£310.00		£
	Primary Authority advice and assured advice	<ul style="list-style-type: none"> <li>Tailored advice and assured advice on compliance matters</li> </ul>	£77.00 per hour		£
	Inspection plans	<ul style="list-style-type: none"> <li>Development of inspection plan and distribution onto BRDO site</li> </ul>	£77.00 per hour		£
	Referrals from other Trading Standards Authorities of Enforcement bodies	<ul style="list-style-type: none"> <li>The handling of enquiries/requests for data from Enforcement bodies</li> </ul>	£77.00 per hour		£
	On-going strategic support	<ul style="list-style-type: none"> <li>Comprehensive advice and guidance on compliance matters, including meeting with the business</li> </ul>	£77.00 per hour		£
	Development activity	<ul style="list-style-type: none"> <li>Review of policies, procedures and systems, action plans for the direction of the partnership</li> </ul>	£77.00 per hour		£
	Training	<ul style="list-style-type: none"> <li>Development and delivery of training courses of various subjects within legal compliance</li> </ul>	Price is on request depending on requirements		£
<b>Export Certificates</b>	Export Certificate with inspection	<ul style="list-style-type: none"> <li>Export certificate plus inspection</li> </ul>	£148.00		£
	Export Certificate without inspection	<ul style="list-style-type: none"> <li>Export certificate only (no inspection required)</li> </ul>	£77.00		£

**\* Please note:** Written feedback will summarise the visit only. For a more detailed report there is an additional cost of £77.00

**Disclaimer**

- This service is provided by Wolverhampton City Council Food Safety Officers, who are experienced and qualified individuals within the Trade with Confidence Team.
- Any views or opinions expressed by Council Officers are given in good faith, and whilst we will do our utmost to ensure this is technically correct, they are provided without prejudice to the formal consideration of any statutory inspection.
- Please note that not accepting this offer will not prejudice any future statutory inspections.
- Other sources of professional advice are available and there is no legal requirement for your business to accept this offer of advice.
- Photographs and quotations shown are with businesses permission.
- Fees and charges associated with this service are to cover costs and not for profit.

**Please print, sign and date below to confirm you have read and understood the Terms and Conditions.**

**Please scan and email this section to [tradewithconfidence.food@wolverhampton.gov.uk](mailto:tradewithconfidence.food@wolverhampton.gov.uk) or post to Trade with Confidence, 2<sup>nd</sup> Floor, Civic Centre, St Peters Square, Wolverhampton, WV1 1DA**

**Alternatively, please email [tradewithconfidence.food@wolverhampton.gov.uk](mailto:tradewithconfidence.food@wolverhampton.gov.uk) confirming you have read, understood and accept the Terms and Conditions.**

The offer is valid for 12 months from the signing (and receipt) of these Terms and Conditions, or the customer's agreement to them.

Customer's  
signature:.....  
.....

Customer's name:.....

**I agree to receive information in the future from the Trade with Confidence Team regarding offers and services.**

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**Version Control**

Version Number	Date of review	Changes
V 1.1	September 2023	Schedule 1 amended to reflect revised packages. Reformatted document.