



CoreFront LTD – Call-out Policy

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The most up-to-date versions of all CoreFront Ltd policies, terms, and service documentation are published and available at:

corefront.net/policies

For verification of current policy status, or to request a digitally signed copy of the latest version, please contact: legal@corefront.net

Last Reviewed: 06/03/2025

1. PURPOSE AND SCOPE This policy outlines the terms under which CoreFront Ltd ("the Company") provides on-site support, emergency attendance, and scheduled call-outs to Clients. It applies to all engagements that involve a physical visit to a Client's premises, including both reactive and planned services.

This policy is referenced within lease agreements, but also applies to ad hoc or non-leased service engagements unless otherwise agreed in writing.

Responsibility for charges, scheduling, and post-visit billing shall apply equally to any successor party assuming operational control of the premises or systems covered by this policy. Continuation of service requests or site access arrangements shall imply acceptance of these terms.

2. STANDARD CALL-OUT TERMS

2.1 Inclusions A standard call-out includes:

- Attendance by a CoreFront technician or authorised representative
- Up to **1.5 hours** of on-site labour
- Travel to sites located within **25 road miles of the assigned engineer's deployment base**, measured using public transport or the shortest viable public highway route.

2.2 Pricing

- **Standard Rate:** £124.95 (inclusive of VAT)
- Additional labour: billed at £49.98/hour thereafter
- **Mileage Surcharge (public highway):** £0.95 per mile beyond 25 miles

2.3 Reimbursable Costs Additional costs reasonably incurred for:

- Fuel, public transport fares, congestion/toll charges;
- Parking or site access costs;
- Other unanticipated outlays essential to complete the call-out

...may be chargeable, subject to prior discussion and agreement with the Client before deployment. Clients with an active Maintenance Buffer agree that such costs, where pre-approved or incidental to **essential remedial works**, may be drawn against that buffer without further authorisation.

3. OUT-OF-HOURS AND EMERGENCY ATTENDANCE

3.1 Standard Support Hours: 24/7/365 remote coverage **On-Site Emergency Window:** 09:00–18:30, Mon–Sat (excluding public holidays)

Call-outs outside these defined hours shall fall outside the standard SLA and will incur a surcharge of **+50%** over the prevailing standard rate. Such call-outs must be authorised in writing or via ticket acknowledgement prior to deployment.

4. EXCLUSIONS Standard call-out charges do **not** include:

- Parts, components, or replacement equipment
 - Specialist access equipment (e.g. scaffolding, cherry pickers)
 - Building works, drilling, or construction
 - Any remedial work caused by third-party interference or environmental damage
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5. CLIENT RESPONSIBILITIES The Client must:

- Ensure on-site access at the agreed time
- Provide necessary security clearance or escort personnel
- Ensure the work area is safe and free of obstruction
- Notify the Company in advance of any hazards (e.g., asbestos, alarm systems, pets)

If a technician is unable to access the site or commence work due to Client failure, a **Failed Visit Fee of £59.95** may apply and falls on the discretion of the assigned engineer.

6. BOOKING, RESCHEDULING, AND CANCELLATIONS

6.1 Bookings:

- Scheduled via Helpdesk system or authorised Account Manager only

6.2 Cancellations:

- No charge if cancelled more than 48 hours in advance
 - **£59.95** cancellation fee if within 48 hours of agreed time
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7. LIABILITY AND LIMITATIONS

(a) CoreFront Ltd shall not be liable for:

- Missed appointments due to acts of God, strikes, civil unrest, or public emergency
 - Delays caused by third-party suppliers, traffic, or Client-controlled access systems (b) In the event of significant delay, the Company will offer rebooking at the earliest opportunity without further fee
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8. ADDITIONAL WORKS Where additional time, parts, or services are required beyond the scope of the initial call-out:

- A quote will be raised and must be approved by the Client
 - Alternatively, works may be authorised against a Maintenance Buffer (if applicable)
 - For Clients with a valid Maintenance Buffer, any cost **equal to or below** the agreed quarterly threshold shall be deemed **pre-authorised** and work shall proceed accordingly.
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9. DOCUMENTATION AND REPORTING All call-outs will be logged in the Client's support record, including time of arrival, actions taken, and any further recommendations. This record is available via Helpdesk or on request.

10. BILLING AND PAYMENT TERMS Invoices for chargeable call-outs will be issued upon departure from site. Payment is due within **twenty-eight (28) calendar days** from invoice date. CoreFront Ltd reserves the right to apply standard debt recovery measures and interest for late payment as described in the Payment Policy.

11. SLA EXEMPTIONS Any on-site visit scheduled outside the standard SLA windows or beyond the defined remote support thresholds (as outlined in the Service Level Agreement) shall not fall under SLA response commitments. Attendance in such cases is a best-effort service and may incur additional charges.

12. AGREEMENT AND ENFORCEMENT This policy is legally binding upon acceptance of a call-out, whether under a lease agreement, support contract, or ad hoc service.

For Clients under a lease agreement, this policy supplements the operational terms in that agreement and shall be read together.

For further information, contact: support@corefront.net