

SafeTrade Registration Terms and Conditions

SafeTrade Membership Board Statement:

SafeTrade is a modern trade association which provides valuable, personal business support to small to medium sized professional contracting firms. SafeTrade works to ensure that its registered tradesmen have the tools they need to successfully operate in an increasingly competitive industry.

When a tradesman decides to become SafeTrade registered they enter into a “three-way partnership” between SafeTrade, their company and their customers. In line with this partnership SafeTrade assesses each tradesman upon application and continually monitors their performance to ensure that the required standards are maintained.

As a self-funded and self-regulated membership organisation, SafeTrade has a resolute focus on ensuring that the integrity of its membership is maintained. Therefore SafeTrade registration is subject to the following terms and conditions:

Section 1.- Application:

1. The applicant agrees to provide all requested and necessary information set out in (Application Detail Requirements) to the organisation’s membership department to support their application.
2. The applicant agrees that the information provided is complete, true and accurate at the time of the application.
3. The organisation and the applicant agree that the application process will take a minimum of 10 working days from the date that the completed application is received by the organisation’s membership department.
4. In accordance with the Data Protection Act 1998, the applicant authorises the organisation to process and validate any and all information contained in their application.
5. In accordance with the Data Protection Act 1998, the applicant authorises the organisation to pass any relevant details on to prospective customers, relevant third parties and other members of the organisation.
6. In accordance with the Data Protection Act 1998, the organisation agrees to take all necessary precautions to ensure the safe storage of any information provided by the applicant.
7. In accordance with the Data Protection Act 1998, the organisation agrees not to divulge any information provided by the applicant to anyone other than those identified as prospective customers, relevant third parties and other members of the organisation.
8. The organisation and the applicant agree that the organisation reserves the right to decline any application
9. The organisation and the applicant agree that the organisation reserves the right to hold and/or divulge any information regarding the reasons for declining any unsuccessful applications.
10. The organisation and the applicant agree that no payments/fees/or charges will apply to a Free Trial Registration offered to the applicant by the organisation.
11. The organisation and the applicant agree that should the client decide to register following the Free Trial Period there will be an associated application administration fee, outlined in the Associated Registration Fees, which will be charged to the applicant.
12. The organisation and the applicant agree that the associated application administration fee, outlined in the Associated Registration Fees, will not be charged to the applicant should the application be unsuccessful.
13. The organisation and the applicant agree that should the applicant choose to pay the associated application administration fee by credit/debit card, the organisation can use any preferred payment service provider of its choice to process payment using the nominated card details.
14. The organisation and the applicant agree that, should the application for registration be successful, the applicant will enter into an ongoing membership agreement with the organisation for a minimum term of 3 months from the date of registration.
15. The organisation and the applicant agree to the 12 (twelve) monthly administration charges, set out in the Associated Registration Fees, in accordance with the ongoing membership agreement.
16. The organisation and the applicant agree to the payment schedule, set out in the Associated Registration Fees, which applies to the ongoing membership agreement.
17. The organisation and the applicant agree to the late payment charge, set out in the Associated Registration Fees, which applies to the ongoing membership agreement.
18. The organisation and the applicant agree that the organisation has the authority to process payments for fees relevant to the member’s ongoing membership agreement using the nominated card details.
19. The organisation and the applicant agree that the organisation has the authority to process any charges relevant to the member’s ongoing membership agreement using the nominated card details

Section 2. - Registration:

1. The member and organisation agree that the organisation can change the terms and conditions of registration throughout the term of the agreement.
2. The member and the organisation agree that any revised or amended terms and conditions will be supplied to the member in writing no less than 28 days before their introduction.
3. The member and the organisation agree that the member has the right to contest acceptance of any new or amended terms and conditions without affecting their statutory rights.
4. The member and the organisation agree that the revision or amendment of any existing term; or inclusion of a new term in no way effects the existing agreement or the validity of any agreement made on terms and conditions previously agreed.
5. The member and the organisation agree that the organisation reserves the right to cancel this agreement with the member, if the member is determined to be in breach of the agreed terms and conditions.
6. The member and the organisation agree the decision to cancel this agreement with regards to a breach of the terms and conditions lies solely with the organisation.
7. The member and the organisation agree that registration is subject to the member's compliance with the terms and conditions set out in the Code of Conduct and the Monitoring Procedures.
8. The member and the organisation agree that the organisation reserves the right to change the terms and conditions set out in the Code of Conduct and the Monitoring Procedures throughout the term of the agreement.

Section 3. - Member Performance:

1. The member and the organisation agree that the organisation cannot be held responsible for the workmanship or level of service that the member provides.
2. The member and the organisation agree that as a SafeTrade registered tradesman the member is obliged to ensure that contracts, at all times, are undertaken and completed in accordance with these terms and conditions and the particulars set out in the Code of Conduct.
3. The member and the organisation agree that it is the member's sole responsibility to ensure that they have the necessary qualifications and insurance cover required by law to carry out any contract undertaken.

Section 4. - Complaints/Disputes:

1. The member and the organisation agree that as a SafeTrade registered tradesman the member is bound by the terms and conditions set out in the Dispute Resolution Procedure.
2. The member and the organisation agree that the organisation reserves the right to change the terms and conditions set out in the Dispute Resolution Procedure throughout the term of the agreement.
3. The member and the organisation agree that should the member fail to adhere to the terms and conditions set out in the Dispute Resolution Procedure they face the possibility of having their registration revoked.
4. The member and the organisation agree that the decision to revoke a member's registration as a result of a breach of the terms and conditions set out in the Dispute Resolution Procedure is at the sole discretion of the organisation.

Section 5. - Contracts:

1. The member and the organisation agree that the organisation remains totally independent from any contract into which the member enters with a customer.
2. The member and the organisation agree that should the member's contact details be passed to a prospective customer, the organisation remains totally independent from any decision made by the customer.
3. The member and the organisation agree that should the member's contact details be passed to a prospective customer, the organisation can at no time make any guarantees in relation to the securing of the contract.
4. The member and the organisation agree that should the member's contact details be passed to a prospective customer, the member will at all times conduct themselves in a professional manner which reflects positively on the organisation and at no time brings the organisation's standing or reputation into disrepute.
5. The member and the organisation agree that should the member's contact details be passed to a prospective customer, it is the sole responsibility of the member to endeavour to secure the contract.

Section 6. Additional Services:

1. The member and the organisation agree that any additional services offered by the organisation, its partners or associates remains totally independent from the agreement and terms and conditions set out with regards to registration.
2. The member and the organisation agree that the organisation can in no way be held responsible or liable for any damage or losses incurred as a result of any additional services offered to the member by the organisation's partners or associates.
3. The member and the organisation agree that the organisation can in no way be held responsible or liable for the reliability of any service offered to the member by the organisation's partners or associates.

Section 7. - Online Services:

1. The member and the organisation agree that an online package is included in the registration package provided to the member by the organisation.
2. The member and the organisation agree that it is the responsibility of the member to provide the content to be included in the online element of the registration package.
3. The member and the organisation agree that it is the responsibility of the member to ensure that the content they provide is accurate and not misleading, the organisation cannot be held liable if content supplied is inaccurate or if the member makes misleading claims with regards to their service.
4. The member and the organisation agree that the content the member provides does not reflect any views or opinions held by the organisation or any of its employees.
5. The member and the organisation agree that it is the responsibility of the member to ensure that the content provided by the member does not breach any copyrights and that they are the sole author/creator/owner of any copyrighted materials.
6. The member and the organisation agree that, with regards to the online element of the registration package, the organisation can use any preferred internet hosting service provider of its choice.
7. The member and the organisation agree that the organisation cannot be held responsible or liable for the reliability of the service provided by the chosen internet hosting service provider charged with maintaining the SafeTrade Website.

Section 8. - Communication:

1. The member and organisation agree that the member's registered address for correspondence will be determined and verified by the member to be correct in the initial application.
2. The member and the organisation agree that the member's registered address will be the address to which all correspondence from the organisation will be sent.
3. The member and the organisation agree that the organisation can in no way be held responsible for the reliability of the postal service.
4. The member and the organisation agree that the organisation can in no way be held responsible for any loss or damage relating to correspondence with the organisation which has been caused by the postal service.
5. The member and organisation agree that postal delivery times can be subject to unforeseen problems and although the organisation endeavours to deal with all of the members requests within 72hrs, correspondence relating to these matters can be subject to postal delays and the organisation can accept no responsibility for delays in the delivery process.
6. The member and organisation agree that the organisation may record inbound and outbound telephone calls for the purposes of quality, training and legal reasons.
7. The member and organisation agree that while the organisation endeavours to ensure that the member's registered address details are correct at the time of registration the responsibility for ensuring these details are correct lies with the member and the organisation can accept no responsibility for holding incorrect details with regards to the member.
8. The member and organisation agree that it is the responsibility of the member to ensure that their registered address, contact details or credentials are up to date.
9. The member and the organisation agree that the organisation can in no way be held responsible for the reliability of the email service.
10. The member and the organisation agree that the organisation cannot be held responsible for any email sent to it by the member unless the member has received receipt of the email from the organisation.
11. The member and the organisation agree that any email sent by the organisation and its attachments are intended for the addressee only and may be confidential or the subject of legal privilege. If any email and its attachments have come to the member in error he member must take no action based on them, nor must they copy them, distribute them or show them to anyone.

Section 9. - Application Details Required:

1. Primary Contact Surname
2. Primary Contact Forenames
3. Primary Contact Date of Birth
4. Primary Contact Address
5. Primary Contact Copy of Photographic Identification
6. Primary Contact – 2 (Two) Passport Photographs
7. Company Name
8. Company Structure
9. Company Registered Address
10. Company Landline Telephone Number
11. Company Mobile Telephone Number
12. Company Email Address (if applicable)
13. Company Website Address (if applicable)
14. Geographical Locations Covered
15. Company Description Details
16. No of Years Trading
17. No of Employees
18. Previous Trading Names/Address (if applicable)
19. Public Liability Insurance Policy Number
20. Public Liability Insurance Provider Details
21. Public Liability Insurance Cover Details
22. Public Liability Insurance Renewal Date
23. Public Liability Insurance – Copy
24. Four Customer Reference Details (Name, Address, Telephone No)
25. Declaration of Criminal Record
26. Additional Information Details
27. Security Details – Account Password
28. Security Details – Memorable Event
29. Security Details – Memorable Date
30. Security Details – Memorable Location
31. Data Protection Act 1998 Declaration
32. Declaration of Agreement of Terms and Conditions

Section 10. - Associated Registration Fees:

1. The Associated Application Administration Fee is £29.99 (Twenty Nine Pounds and Ninety Nine Pence Sterling).
2. The Monthly Administration Fee is £29.99 (Twenty Nine Pounds and Ninety Nine Pence Sterling).
3. Payment Schedule - For Registration Dates falling on any date from the first to the fifteenth day of the month inclusive, the Associated Application Administration Fee will be due on the first day of the following month.
4. Payment Schedule - For Registration Dates falling on any date from the first to the fifteenth day of the month inclusive, the Monthly Administration Fee will be processed on the first day of each month.
5. Payment Schedule - For Registration Dates falling on any date from the sixteenth to the last day of the month inclusive, the Associated Application Administration Fee will be due on the fifteenth day of the following month.
6. Payment Schedule - For Registration Dates falling on any date from the sixteenth to the last day of the month inclusive, the Monthly Administration Fee will be due on the fifteenth day of each month.
7. The Late Payment Charge is £10.00 (Ten Pounds Sterling).
8. Any discounts offered are subject to the terms and conditions set out the offer statement.

Section 11. - Monitoring Procedures:

An integral part of SafeTrade is the ability to effectively monitor our members to ensure that they maintain the high standards expected on every single job they complete.

SafeTrade can carry out random spot-checks on any work undertaken. Additionally SafeTrade takes a different stance to other trade organisations with regard to monitoring its member's as members receive no prior warning that a check will be carried out. The fact that SafeTrade directly provides work for its members means that it has direct access to the date and time contracts will be carried out.

Our members agree to these checks not only because they feel confident that they do a good job all of the time, but also because they wish to ensure that the criteria for membership remains strict and the integrity of the membership is upheld.

Customers can help us monitor our members by providing feedback on work that has been completed; this can be through leaving feedback online, over the telephone or by returning a "Freepost Feedback Card" given to them by the registered tradesman.

Customer feedback is monitored and validated (to ensure it is genuine). SafeTrade not only works to ensure that any complaints are recorded and fully investigated, our strict regulations and procedures for complaints/dispute resolution ensure that we can remove members should we feel they are providing a substandard service which brings the organisation into disrepute.

On the plus side, positive comments received from customers are added to each member's profile to enable potential customers to see the recommendations of their past customers. So whether you have had a positive or negative experience we would appreciate your comments to help us ensure that you only find reputable tradesmen through our organisation.

Customer Feedback Reports:

1. The minimum acceptable number of customer feedback reports is 3 (three) per calendar month.
2. The organisation can validate any customer feedback report through contacting the customer and/or the member directly.
3. The publication of any feedback report is solely at the discretion of the organisation.
4. The organisation reserves the right to investigate any negative feedback received from a customer feedback report.
5. The minimum acceptable level of performance is an overall average of 8 (eight) out of 10 (ten) on the Quantitative Evaluation Section of a customer feedback report.
6. The organisation can contact any of the member's known customers to receive a customer feedback report without the member's known written or verbal consent.
7. The organisation reserves the right to revoke the member's registration as a result of a customer feedback report.

Independent Audits:

1. The organisation can nominate any independent auditor to carry out random inspections of the member's work.
2. The organisation can arrange for an independent audit of the member's work without the member's known written or verbal consent.
3. The organisation can arrange for an independent audit of the member's work as a result of a customer feedback report.
4. The organisation reserves the right to revoke the member's registration as the result of an independent audit.

Code of Conduct:

SafeTrade. Registered Tradesmen must agree to adhere to the following code which covers the conduct of themselves, their employees/representatives, and the working relationship that they have with customers during the course of contracts.

All SafeTrade Registered Tradesmen agree:

1. To at all times conduct their business in an honest and fair manner.
2. To at all times ensure that they have sufficient public liability and employer's liability insurance cover for the contracts they undertake.
3. To provide a professional, reliable service to clients from the stage of initial quotation through to the completion of the contract.
4. To provide the client with a timely written quotation for the contract, if required.
5. To adhere to all legal and health and safety regulations relevant to the work in hand.
6. To at all times carry out work to the best of their ability and ensure that employees/subcontractors are monitored to ensure that they do likewise.
7. To endeavour to stick to time frames agreed with the customer before commencing work.
8. To inform customers as soon as possible when there are unavoidable problems or delays.
9. To ensure that changes to the work specified or extra costs are confirmed in writing and agreed with the client before such work begins.

10. To supply samples of materials and fittings to the client for prior approval, if required, and always ensure the client is suitably informed and happy to proceed with the materials before work is undertaken.
11. To carry out the work in the manner agreed with the customer, and if required provide updates on the progress of the work.
12. To make sure they have the sufficient time in order to carry out the contract.
13. To inform the customer if at any period they are going to be un-contactable and provide alternative contact details to the client to ensure that any matters arising can be dealt with appropriately.
14. To treat the customer and their property with respect and ensure that the working site remains a safe and healthy environment.
15. To treat their clients and those in premises neighbouring the working site in a polite and courteous manner.
16. To ensure that upon completion of the contract the site is left in a state that is clean, tidy and ready for use.
17. To ensure that they dispose of any waste materials in an appropriate manner.
18. To ensure the client is properly briefed about any relevant maintenance or operating issues with regards to the completed contract.
19. To agree a date to return and correct any defects which may have arisen as a result of the contract undertaken in accordance with any guarantees offered.
20. To inform the client that they are SafeTrade Registered and therefore have the opportunity to provide feedback to SafeTrade on the contract carried out.

Please note: If a SafeTrade Registered Tradesman is found to be in breach of the above Code of Conduct they will be subject to formal review with the possibility of their registration being revoked.