

Pricing and Invoicing Policy

Purpose

The purpose of this pricing and invoicing policy is to explain BHS Qualifications (BHSQ) approach to charging and invoicing its customers, and applies to all areas of BHSQ's business.

It covers all fees charged by BHSQ and all invoices that are issued by BHSQ for the services and/or goods provided by BHSQ.

Pricing

It is the policy of BHSQ to maintain a pricing structure that is:

- Fair and appropriate
- Clear and transparent, with no hidden extras
- Provides value for money for centres, recognising their need to be commercially competitive
- Value for money for candidates, providing an incentive to continued learning

Customers will be given at least three months notice in advance of new fees taking effect. Where such information cannot be provided or made available to this timescale, BHSQ will provide or make available to potential purchasers, information that is sufficient to give a reasonable indication of its likely fees. BHSQ will also make it clear to make potential purchasers that this information is indicative.

Fees

Prices vary per qualification – for details please contact enquiries@bhsq.co.uk. Please note:

- Centre fees are non-refundable
- Candidate registration and certification fees are non-refundable
- Resource fees are non-refundable
- New centres will be required to make payment in full prior to receiving services/goods (unless agreed otherwise by BHSQ).

Invoicing

BHSQ will invoice within 2 weeks of the service/goods being provided, unless alternative arrangements have been agreed. The invoice will be sent to the accounts department unless informed otherwise. If you would like to change who we send invoices to, please contact us.

Each invoice will contain details of:

- The service/goods being provided
- Our payment terms

BHSQ expects payment to be made within 30 days¹ of the invoice date. On receipt of payment, BHSQ will update its financial records to show full payment has been received and will ensure the invoice is retained.

Failure to pay invoices may result in services being withdrawn. We reserve the right to claim interest and compensation for debt recovery costs under late payment legislation if we are not paid according to the agreed credit terms.

BHSQ will retain invoices at least for the period/length of time required by legislation.

Any queries about any aspect of an invoice please contact enquiries@bhsq.co.uk

Suspended, withdrawn or cancelled centres

If a BHSQ Approved Centre has their approval status suspended, withdrawn or cancelled for non-compliance, their account may be locked to prevent them from requesting any further goods or services. In all such cases, no refund will be provided.

Monitoring and review

This document and its content will be reviewed on a three-year cycle, or earlier should it be needed to ensure it remains fit for purpose.

Date for review: August 2025

Document history

Version	Revision date	Reason
4	03/08/2022	To revise and replace previously produced document

Please note: This document is uncontrolled once printed. Please check with BHSQ for the most up to date version.

The British Horse Society Qualifications Limited is a company registered in England and Wales and trades as BHS Qualifications (BHSQ).

¹ In some instances, centres may be required to make payment in full prior to receiving goods and/or services.