

CLIENT CONTRACT

This Agreement is made between **CQC MediSolutions** ("Service Provider") and the **Client** for the provision of MediComply Software and/or CQC Application Completion Services.

1. Services Provided

1.1 MediComply Software Subscription:

- 12-month subscription (15 months with a 3-month free trial).
- Includes software access, support, and updates.

1.2 CQC Application Completion:

- Support in completing and submitting CQC applications.
- Processing within four (4) weeks upon full payment.

2. Payment Terms

2.1 Fees must be paid as per the agreed billing cycle. Failure to pay may result in suspension or termination of services.

2.2 Payment must be made via the designated method(s). Canceling a direct debit will block access until reinstated.

2.3 CQC Service Fees:

- CQC Application: **£895**
- CQC Application Package: **£1165**
- CQC Interview Manager Process: **£399**

2.4 **No Refunds:** Payments are non-refundable, including for early termination or service discontinuation.

3. Termination & Renewal

3.1 **Subscription Duration:** 12 months (or 15 months with a free trial).

3.2 **Cancellation Notice:** Clients must provide a 3-month written notice before contract renewal.

3.3 **Automatic Renewal:** Contracts renew for another 12 months if no cancellation is provided.

3.4 **Early Termination:** Requires full payment of remaining subscription fees.

3.5 **Debt Collection:** We reserve the right to recover outstanding fees.

3.6 **Business Transfer:** Contracts transfer in case of company acquisition or sale.

4. Account Access & Suspension

4.1 Clients must maintain the confidentiality of login credentials.

4.2 Canceling payment mandates results in immediate service suspension.

4.3 We may suspend accounts due to non-payment or contract breaches.

5. Service Availability & Updates

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5.1 While we strive for continuous service, access may be interrupted for maintenance or upgrades.

5.2 Services may be updated at our discretion.

6. Liability Limitation

6.1 We are not liable for indirect or consequential damages.

6.2 Liability is limited to the total fees paid in the past 12 months.

7. Confidentiality & Data Protection

7.1 Both parties agree to keep sensitive information confidential.

7.2 Client data remains their property but is processed per privacy regulations.

7.3 Confidentiality obligations extend beyond contract termination.

8. Governing Law & Disputes

8.1 This Agreement is governed by **UK law**.

9. Amendments

9.1 We may update terms annually; continued use implies acceptance.

9.2 Clients must review updated terms periodically.

10. CQC Application Specific Terms

10.1 **Cooling-Off Period:** Clients may cancel within five (5) days for a full refund.

10.2 **No Refunds After Cooling-Off:** Once processing starts, no refunds apply.

10.3 **Application Withdrawal:** No refunds if the client withdraws after submission.

10.4 **Changes to Application:** A **£350** fee applies for post-submission modifications.

10.5 **Client Responsibilities:**

- Provide complete, accurate information promptly.
- Forward CQC communications without delay.
- Accept liability for delays caused by late responses.

11. Entire Agreement

This Agreement supersedes all prior agreements and constitutes the full understanding between both parties.

For inquiries, contact: info@cqcmedisolutions.com

By subscribing, the Client acknowledges and agrees to these terms.