

**FlexStaff Limited**

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TERMS OF BUSINESS FOR CLIENT COMPANIES

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These Terms of Business govern the supply of Agency Workers by FlexStaff Limited to your business. They apply each time you engage a Worker through the FlexStaff Platform. By registering as a Business on the Platform or by confirming your acceptance of any assignment, you confirm that you have read, understood and agreed to these Terms. Please read them carefully. If you have any questions, contact us at hello@flexstaff.co.uk.

1. DEFINITIONS AND INTERPRETATION

1.1 In these Terms, the following definitions apply:

"Agency Worker" / "Worker"	An individual supplied by FlexStaff to provide temporary services to the Client, engaged by FlexStaff on a contract for services. Workers are not employees of the Client.
"Assignment"	A period during which a Worker is supplied by FlexStaff to work temporarily for and under the supervision and direction of the Client. Referred to as a "Job" or "Shift" in the Platform.
"Assignment Confirmation"	The electronic confirmation provided via the Platform upon acceptance of each Assignment, setting out the details required by the Conduct Regulations.
"AWR"	The Agency Workers Regulations 2010.
"Charges"	The charges payable by the Client to FlexStaff for the supply of a Worker, as set out in clause 6.
"Client" / "Business" / "Hirer"	The business, company or individual registered on the Platform as a Business user, to whom FlexStaff supplies Agency Workers. References to "you" and "your" in these Terms mean the Client.
"Conduct Regulations"	The Conduct of Employment Agencies and Employment Businesses Regulations 2003.
"Data Protection Laws"	UK GDPR (as retained by the European Union (Withdrawal) Act 2018), the Data Protection Act 2018 and all related legislation as amended from time to time.
"Employment Business"	FlexStaff Limited, acting as an employment business (as defined in section 13(3) of the Employment Agencies Act 1973). References to "FlexStaff," "we," "us," and "our" mean the Employment Business.
"Key Information Document"	The document provided to each Agency Worker before these Terms are agreed, as required by Regulation 13A of the Conduct Regulations.

"Platform"	The FlexStaff website (flexstaff.co.uk) and mobile application through which Assignments are managed.
"Qualifying Period"	12 continuous Calendar Weeks during which an Agency Worker is supplied to the same Client in the same role, as defined in the AWR and Schedule 1 of the Worker Terms.
"Relevant Period"	The later of: (a) 8 weeks from the day after the last day the Worker worked for the Client via FlexStaff; or (b) 14 weeks from the first day of the most recent Assignment (or from the first day of the most recent Assignment where there has been a break of more than 6 weeks).
"Terms"	These Terms of Business for Client Companies, together with any applicable Assignment Confirmation.
"Tips Allocation"	The portion of tips, gratuities, or service charges to which an Agency Worker is entitled in respect of an Assignment, as determined by the Client in accordance with the Employment (Allocation of Tips) Act 2023 and the Client's tipping policy.
"Transfer Fee"	The fee payable by the Client to FlexStaff where the Client directly engages a Worker, as set out in clause 8.
"Worker Terms"	The Terms of Engagement for Agency Workers entered into between FlexStaff and each Agency Worker.

- 1.2** Unless the context otherwise requires, references to the singular include the plural and vice versa.
- 1.3** Any reference to an enactment includes that enactment as amended, modified, or re-enacted from time to time.
- 1.4** These Terms shall be governed by English law and are subject to the exclusive jurisdiction of the courts of England and Wales.

2. THE CONTRACT

- 2.1** These Terms constitute the entire agreement between FlexStaff and the Client for the supply of Agency Workers and shall govern all Assignments. FlexStaff acts as an employment business when supplying Agency Workers to the Client.
- 2.2** These Terms are accepted by the Client upon the earlier of: (a) the Client's registration on the Platform; (b) the Client's confirmation of an Assignment via the Platform; or (c) the Client's acceptance of the services of any Agency Worker introduced by FlexStaff.
- 2.3** During each Assignment, the Agency Worker is engaged by FlexStaff on a contract for services. Neither FlexStaff nor the Client employs the Agency Worker. No contract of employment exists between the Agency Worker and the Client. Responsibility for the Agency Worker's employment law obligations (pay, tax, NI, holiday pay, pension, SSP etc.) rests with FlexStaff as the employment business.
- 2.4** No variation to these Terms shall be valid unless agreed in writing between FlexStaff and the Client. In the event of any inconsistency between these Terms and the Website and App Terms and Conditions, these Terms shall prevail.
- 2.5** These Terms shall prevail over any terms and conditions put forward by the Client (including any purchase order terms), unless FlexStaff has expressly agreed otherwise in writing.

3. THE MATCHING PROCESS

- 3.1** When you post a job or shift on the Platform, our automated matching system will present your vacancy to Workers whose profiles match your requirements. You may then select one or more Workers to fill the role. FlexStaff does not guarantee that any particular Worker will be available or selected.
- 3.2** By selecting a Worker for an Assignment, you confirm that:
- (a)** You have reviewed the Worker's profile and are satisfied they meet your requirements;
 - (b)** The Assignment Details provided to the Worker accurately describe the nature of the work, location, hours, applicable health and safety risks and any qualifications required;
 - (c)** You will provide the Worker with all information and induction required for them to carry out the Assignment safely; and
 - (d)** You will supervise and direct the Worker's performance during the Assignment.
- 3.3** You must not require a Worker to: (a) carry out duties outside the scope of the Assignment without agreeing revised terms with FlexStaff; (b) work in conditions that are unsafe or in breach of health and safety law; or (c) work hours that would breach the Working Time Regulations 1998 or the Agency Workers Regulations 2010.
- 3.4** FlexStaff is not responsible for the Client's selection of any particular Worker and gives no warranty as to any Worker's suitability for a specific role beyond confirming eligibility to work and relevant qualifications where stated. The Client is responsible for verifying that a Worker meets any specialist requirements that FlexStaff has not expressly confirmed.
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4. CLIENT OBLIGATIONS

4.1 General obligations

- 4.1.1** You must comply with all applicable laws in relation to your use of the Platform and engagement of Agency Workers, including (without limitation):
- Employment law, including the AWR, the National Minimum Wage Act 1998 and the Employment Rights Act 1996
 - The Employment (Allocation of Tips) Act 2023 and any applicable tipping policy
 - The Equality Act 2010
 - Health and Safety at Work etc. Act 1974 and all related regulations
 - Data Protection Laws
 - The Conduct Regulations
- 4.1.2** You will provide FlexStaff promptly (and in any event before the start of each Assignment) with all information required to comply with the Conduct Regulations, including the nature of the work, the location, the required hours, the applicable health and safety risks, and any qualifications or experience required.
- 4.1.3** You will notify FlexStaff immediately if you become aware of any matter that affects a Worker's suitability for an Assignment, or any incident, accident, or complaint involving a Worker during an Assignment.
- 4.1.4** You will indemnify FlexStaff and hold it harmless from and against all losses, claims, damages, costs and expenses (including legal costs) arising from: (a) your breach of these Terms; (b) your acts or omissions in connection with any Assignment; (c) your failure to comply with applicable law; or (d) any claim by a Worker or third party arising from your supervision, direction or control of the Worker during an Assignment.

4.2 Health and safety

- 4.2.1** You are responsible for the health and safety of Agency Workers while they are at your premises or under your supervision. In particular, you must:

- Carry out and share with FlexStaff a suitable risk assessment for the role and working environment
 - Provide Workers with appropriate induction, training and briefings before they commence work
 - Provide all required PPE, equipment and protective clothing (unless otherwise agreed in writing)
 - Ensure rest breaks and maximum working hours are observed in accordance with the Working Time Regulations 1998
 - Promptly investigate and report to FlexStaff any accident, incident or unsafe condition involving a Worker
- 4.2.2** Where a Worker raises a health and safety concern during an Assignment, you must address it promptly and notify FlexStaff. You must not take any adverse action against a Worker for raising a genuine health and safety concern.

4.3 Equal Treatment, Agency Workers Regulations 2010

- 4.3.1** From the start of each Assignment, Agency Workers are entitled to the same basic working and employment conditions relating to rest periods, rest breaks, working time, night work, and annual leave as your comparable direct employees.
- 4.3.2** After an Agency Worker has completed the Qualifying Period (12 continuous Calendar Weeks in the same role with you), they are entitled to the same basic pay, bonuses, commission, and other financial entitlements as a comparable direct employee doing the same role ("Day One Rights"). FlexStaff will pay the relevant rate to the Worker and charge the Client accordingly.
- 4.3.3** You must notify FlexStaff promptly and in writing if: (a) an Agency Worker's Qualifying Period is approaching completion; (b) an Agency Worker has already completed the Qualifying Period with you via another agency; or (c) the pay or conditions applicable to comparable direct employees change during an Assignment.
- 4.3.4** You shall indemnify FlexStaff in full for any losses or liabilities FlexStaff incurs as a result of your failure to provide accurate information about comparable pay and conditions or about a Worker's Qualifying Period status.
- 4.3.5** Agency Workers are entitled to the same access to collective facilities and amenities (e.g., canteen, parking, childcare facilities, prayer rooms) as comparable direct employees, from Day One. You must not restrict a Worker's access to such facilities.

4.4 Timesheets and hour approval

- 4.4.1** Agency Workers will submit their hours worked via the Platform within 6 hours of the end of each shift. You must review and either approve or query the submitted hours within 24 hours of receiving them.
- 4.4.2** Where you dispute hours submitted by a Worker, you must notify FlexStaff in writing via the Platform with full reasons within 24 hours of the Worker's submission. FlexStaff will investigate and provide a written decision within 10 Business Days.
- 4.4.3** Where you fail to review submitted hours within 24 hours, FlexStaff reserves the right to treat the hours as approved and to issue an invoice accordingly.
- 4.4.4** Subject to clause 4.4.2, FlexStaff will pay Workers for all hours properly worked regardless of whether payment has been received from the Client. You remain liable to FlexStaff for all Charges for hours properly worked.
- 4.4.5** You must not request or pressure a Worker to submit inaccurate hours or to work off the clock. Any instruction to do so will be treated as a serious breach of these Terms.

4.5 Tips and gratuities

- 4.5.1** If tips, gratuities, or service charges are received in connection with an Assignment (whether via card, cash, or otherwise), you must operate a fair and transparent tipping policy in compliance with the Employment (Allocation of Tips) Act 2023.
- 4.5.2** You must notify FlexStaff of any Tips Allocation for Agency Workers, and pay the relevant amount to FlexStaff within 30 days of the end of the month in which the tip was received.

FlexStaff will distribute the Tips Allocation to the relevant Worker net of income tax in accordance with the Worker Terms.

4.5.3 You must maintain a written tipping policy and make it available to Workers on request. You must provide Workers with access to a record of how tips are allocated on request.

4.5.4 FlexStaff will assist Workers in understanding their rights under the Tipping Act. If a Worker raises a complaint about a Tips Allocation, FlexStaff will raise this with you in writing, and you agree to respond within 14 days.

5. RATINGS AND WORKER PERFORMANCE

5.1 At the end of each Assignment, you are required to provide a rating of the Agency Worker via the Platform, based on: punctuality, professionalism, reliability, skills and attitude. You warrant that each rating will be true, accurate and not misleading.

5.2 You acknowledge that Worker Ratings are visible to other Businesses on the Platform and that inaccurate or unfair ratings may affect a Worker's livelihood and ability to find work. FlexStaff takes rating disputes seriously.

5.3 If you wish to report concerns about a Worker's conduct or performance, please do so via the Platform or by email to hello@flexstaff.co.uk with specific details and any supporting evidence. FlexStaff will investigate and notify you of the outcome in accordance with the Worker Terms.

5.4 In an emergency situation (e.g., a Worker's conduct poses an immediate risk to safety, customers, or your business), you may ask a Worker to leave the premises immediately. You must notify FlexStaff within 2 hours by telephone or the Platform. The Worker will be paid for hours worked up to that point. FlexStaff will investigate and advise on next steps.

5.5 You must not penalize, threaten, or take any adverse action against a Worker for raising a genuine grievance or health and safety concern, for asserting their statutory rights, or for providing an honest rating of your business.

You are also required to rate the experience of working for your business. Worker ratings of Businesses are visible to Workers on the Platform. FlexStaff may take into account Business ratings when considering the visibility of your job postings.

6. CHARGES AND PAYMENT

6.1 How Charges are calculated

6.1.1 The Charges payable by the Client for the supply of each Agency Worker consist of:

Charge component	Basis
Hourly Rate: the agreed gross pay rate for the Worker for the Assignment	Per hour worked (nearest quarter hour)
Holiday Pay: 12.07% of the Hourly Rate, representing the Worker's statutory holiday entitlement	Included in invoice
Employer National Insurance Contributions: at the applicable rate on earnings above the secondary threshold	As applicable

Employer Pension Contribution: at the applicable auto-enrolment rate on qualifying earnings (currently 3% employer minimum)	As applicable
FlexStaff Service Margin: agreed separately and specified in the Assignment Confirmation	Per hour worked

6.1.2 The Hourly Rate, FlexStaff Service Margin and any other bespoke Charges will be agreed upon between FlexStaff and the Client on a per-Assignment or framework basis and confirmed in the Assignment Confirmation. All Charges are exclusive of VAT unless stated otherwise.

6.1.3 VAT will be charged at the prevailing rate on all Charges. FlexStaff will issue VAT invoices in accordance with HMRC requirements.

6.1.4 If an Agency Worker becomes entitled to Day One parity pay under the AWR following completion of the Qualifying Period, the Charges will be adjusted to reflect the comparable pay rate you have confirmed is payable to equivalent direct employees. FlexStaff will notify you in advance of any such adjustment.

6.2 Payment terms

6.2.1 FlexStaff will issue invoices to the Client weekly, covering all hours worked and approved in the preceding week. Invoices are payable within 12 calendar days of the invoice date unless otherwise agreed in writing.

6.2.2 Payment must be made by BACS to the bank account details shown on the invoice. FlexStaff does not accept cheques as standard.

6.2.3 If payment is not received by the due date, FlexStaff reserves the right to:

- Charge interest on the overdue amount at 8% per annum above the Bank of England base rate from the due date until the date of actual payment, pursuant to the Late Payment of Commercial Debts (Interest) Act 1998
- Charge a fixed sum compensation for late payment in accordance with the Late Payment of Commercial Debts Regulations 2002
- Suspend the supply of Agency Workers to the Client until all outstanding amounts are paid
- Refer the overdue amount to a debt recovery agency and recover all associated costs from the Client

6.2.4 If you dispute an invoice in whole or in part, you must notify FlexStaff in writing within 7 days of the invoice date, specifying the disputed amount and the reason. Undisputed amounts remain payable by the original due date. FlexStaff will respond to invoice disputes within 10 Business Days.

6.2.5 FlexStaff may at any time require the Client to pay a deposit or provide a credit reference as a condition of supplying Agency Workers. Where a Client's account is put on credit hold, FlexStaff will notify the Client promptly.

6.3 Tips Allocation charges

6.3.1 Where a Tips Allocation is payable under clause 4.5, FlexStaff will invoice the Client for the gross Tips Allocation amount. FlexStaff will then distribute the Tips Allocation to the Worker net of applicable Income Tax deductions, in accordance with HMRC guidance.

6.3.2 Tips Allocation invoices are payable within 14 days of the invoice date, to enable FlexStaff to process payment to the Worker by the last Friday of the following month as required by the Worker Terms.

7. CANCELLATION AND CHANGES TO ASSIGNMENTS

7.1 Where the Client cancels a confirmed Assignment, the following cancellation policy applies:

Notice given before shift start	Cancellation charge
More than 48 hours	No charge
24–48 hours	50% of the Charges for the cancelled shift (calculated on the scheduled hours)
Less than 24 hours	100% of the Charges for the cancelled shift (calculated on the scheduled hours)

- 7.2** Where the Client cancels an Assignment with less than 24 hours' notice, FlexStaff will pay the Worker the amount required to compensate them for the cancellation, and the Client will be invoiced accordingly.
- 7.3** Where the Client wishes to reduce the hours or duration of a confirmed Assignment, the cancellation policy in clause 7.1 applies proportionally to the reduced hours.
- 7.4** If you wish to extend an Assignment beyond its confirmed duration, please notify FlexStaff via the Platform as soon as possible. FlexStaff will confirm whether the Worker is available and will issue a revised Assignment Confirmation. Do not agree to extended hours with the Worker directly without first notifying FlexStaff.
- 7.5** Where a Worker fails to attend a confirmed Assignment without reasonable cause, FlexStaff will notify you promptly and will use commercially reasonable efforts to source a replacement. FlexStaff will not charge the Client for a no-show by a Worker, and no cancellation charge will apply.

8. ENGAGEMENT OF WORKERS DIRECTLY: TRANSFER FEE

- 8.1** If, before or during an Assignment or within the Relevant Period, the Client (or any member of the Client's group):
- Directly engages a Worker (whether on a permanent or temporary basis, under a contract of employment or otherwise); or
 - Introduces a Worker to a third party who subsequently engages that Worker directly,
- the Client shall pay FlexStaff a Transfer Fee in accordance with clause 8.2.
- 8.2** The Transfer Fee is calculated as 15% of the Worker's gross annualized remuneration in the new role (including base salary, guaranteed bonus, and any other regular cash payments). Where no annualised salary is agreed upon, the Transfer Fee is calculated as 15% of the annualized equivalent of the Worker's most recent FlexStaff Hourly Rate multiplied by 2,080 (52 weeks × 40 hours).
- 8.3** As an alternative to paying a Transfer Fee, the Client may request a Period of Extended Hire from FlexStaff. During a Period of Extended Hire, the Worker continues to be supplied by FlexStaff (and Charges continue to apply) for a minimum period of 480 working hours (less any hours already worked by the Worker for the Client in the current Assignment). At the end of the Period of Extended Hire, the Client may directly engage the Worker without a Transfer Fee being payable.
- 8.4** To request a Period of Extended Hire, the Client must give FlexStaff at least 2 weeks' written notice. The Period of Extended Hire must be agreed on in writing between FlexStaff and the Client before the Client makes any offer of engagement to the Worker.
- 8.5** The Transfer Fee is payable within 14 days of the date of the Worker's commencement in the new role. If the Client fails to notify FlexStaff of a direct engagement and the Transfer Fee is later identified, the amount owing will be treated as immediately due, and interest at 8% above the Bank of England base rate will apply from the date of commencement.

- 8.6** The Client must notify FlexStaff immediately if it receives an application for direct employment from a Worker who has been supplied by FlexStaff, or if it is made aware that a Worker intends to seek direct engagement.

The Transfer Fee reflects the legitimate investment FlexStaff has made in sourcing, onboarding, and managing the Worker. It is set at 15% of annual salary in line with standard UK recruitment industry practice and is expressly permitted by Regulation 10 of the Conduct Regulations.

9. DATA PROTECTION

- 9.1** Each party shall comply with Data Protection Laws in connection with its activities under these Terms.
- 9.2** FlexStaff will share Worker personal data with the Client to the extent necessary to enable Assignments, including name, contact details, qualifications, right-to-work status, and Worker Ratings. The Client acts as an independent data controller in respect of any Worker personal data it receives from FlexStaff and is solely responsible for its own compliance with Data Protection Laws in respect of that data.
- 9.3** The Client must:
- Process Worker personal data only for the purpose for which it was shared (i.e., to manage the Assignment) and for no other purpose without the Worker's consent or another lawful basis
 - Implement appropriate technical and organisational security measures to protect Worker personal data
 - Not retain Worker personal data for longer than necessary following the end of the Assignment
 - Notify FlexStaff promptly if it receives a subject access request, erasure request or other data subject rights request from an Agency Worker relating to data shared by FlexStaff
 - Promptly notify FlexStaff if it becomes aware of a personal data breach involving Worker data received from FlexStaff
- 9.4** The Client must not use Worker personal data received via the Platform for marketing purposes or share it with any third party without the Worker's prior written consent.
- 9.5** For the purposes of clause 9, "personal data" has the meaning given in UK GDPR.

10. CONFIDENTIALITY

- 10.1** Each party agrees to keep confidential all non-public information obtained from the other in connection with these Terms, including commercial terms, pricing, business processes, and operational information. Confidential information must not be disclosed to any third party without prior written consent, except as required by law or regulation.
- 10.2** The Client must not disclose the terms of these Terms (including the Service Margin or Transfer Fee) to any Agency Worker or to any third party without FlexStaff's prior written consent.
- 10.3** The obligations in this clause survive the termination of these Terms for a period of 3 years.

11. LIABILITY

- 11.1** Nothing in these Terms limits or excludes either party's liability for: death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any liability that cannot be excluded or limited by English law.
- 11.2** Subject to clause 11.1, FlexStaff's total liability to the Client under or in connection with these Terms (whether in contract, tort, breach of statutory duty, or otherwise) shall not exceed the total Charges paid by the Client to FlexStaff in the 12 months immediately preceding the event giving rise to the claim.
- 11.3** Subject to clause 11.1, FlexStaff shall not be liable for any of the following: (a) loss of profits, revenue, or business; (b) loss of goodwill or reputation; (c) loss of anticipated savings; (d) loss or corruption of data; or (e) indirect or consequential loss or damage, howsoever arising.
- 11.4** FlexStaff shall not be liable for any acts or omissions of Agency Workers during Assignments. The Client is responsible for supervising and directing Workers during Assignments and accepts liability for any loss, damage, or injury caused by a Worker that arises from the Client's direction, supervision, or control of that Worker.
- 11.5** The Client shall indemnify FlexStaff in full against all losses, claims, costs, and expenses (including legal costs) arising from:
- Any breach by the Client of these Terms
 - Any failure by the Client to comply with applicable laws in connection with an Assignment
 - Any claim by a Worker or third party arising from the Client's direction, supervision or control of a Worker during an Assignment
 - Any failure by the Client to provide accurate information about comparable pay, working conditions or Qualifying Period status under the AWR
 - Any act or omission of the Client causing loss to FlexStaff or to an Agency Worker
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12. TERMINATION

- 12.1** Either party may terminate an individual Assignment at any time without prior notice or liability, subject to the cancellation policy in clause 7.
- 12.2** Either party may terminate the Client's access to the Platform (and thereby suspend or end all Assignments) on 4 weeks' written notice, without cause.
- 12.3** FlexStaff may terminate the Client's Platform access with immediate effect, without notice, if:
- The Client is in material or persistent breach of these Terms
 - The Client fails to pay any undisputed invoice within 30 days of the due date
 - The Client becomes insolvent, enters administration, receivership or liquidation, or is subject to any similar proceedings
 - The Client commits any act of fraud, misrepresentation or wilful misconduct in connection with the use of the Platform or engagement of Workers
 - FlexStaff is required to do so by law, regulation or a competent authority
- 12.4** On termination of the Client's Platform access, all ongoing Assignments cease with immediate effect, all outstanding Charges become immediately due and payable, and the Client must immediately cease using the FlexStaff Platform and return or delete any confidential information or personal data obtained from FlexStaff.
- 12.5** Clauses 6 (Charges and Payment), 8 (Transfer Fee), 9 (Data Protection), 10 (Confidentiality), 11 (Liability) and 14 (Governing Law) survive termination of these Terms.
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13. GENERAL

- 13.1 Changes to these Terms.** FlexStaff may update these Terms from time to time. We will notify the Client of material changes by email or in-app notification with at least 14 days' notice. Continued use of the Platform after the effective date of updated Terms constitutes acceptance.
- 13.2 Severability.** If any provision of these Terms is found to be unenforceable, that provision shall be severed, and the remaining Terms shall continue in full force and effect.
- 13.3 Waiver.** No failure or delay by FlexStaff in exercising any right or remedy constitutes a waiver of that right or remedy.
- 13.4 Third-party rights.** These Terms do not create any rights enforceable by third parties. The Contracts (Rights of Third Parties) Act 1999 is excluded.
- 13.5 Entire agreement.** These Terms (together with the Worker Terms, the Website and App Terms and Conditions, and the Privacy Policy) constitute the entire agreement between FlexStaff and the Client for the supply of Agency Workers and supersede all prior representations and agreements.
- 13.6 Notices.** Notices under these Terms must be in writing and may be given by email to the registered email address of the recipient, by first-class post, or by hand. Email notices are effective on the next business day after sending. Postal notices are effective 48 hours after posting.
- 13.7 Governing law.** These Terms are governed by the law of England and Wales. Any dispute arising from or in connection with these Terms is subject to the exclusive jurisdiction of the courts of England and Wales.

SCHEDULE 1 — KEY INFORMATION SUMMARY

The following table summarizes the key commercial terms. Full details are set out in the main Terms above.

Term	Summary
Payment terms	14 days from invoice date
Late payment interest	8% above Bank of England base rate (Late Payment of Commercial Debts Act 1998)
Transfer Fee	15% of gross annualised remuneration in the new role
Period of Extended Hire	480 working hours (less prior hours worked). Requires 2 weeks' written notice.
Cancellation (< 24 hrs)	100% of Charges for scheduled shift
Cancellation (24–48 hrs)	50% of Charges for scheduled shift
AWR Qualifying Period	12 continuous Calendar Weeks in same role. After this, comparable pay and conditions apply.
Tips — notification deadline	Within 30 days of end of the month in which tip was received
Notice to terminate Platform access	4 weeks' written notice (either party, without cause)

These Terms are governed by the law of England and Wales. If you need any clarification or have any questions about these Terms or your obligations as a FlexStaff Business user, please contact us at hello@flexstaff.co.uk.