

SCHEDULE

Licence Conditions

PART 2

Conditions

Requirement to agree terms with labour users

16.—(1) Before first providing services (other than providing information in the form of a publication) to a labour user, a licence holder must agree the terms which will apply between the licence holder and labour user.

(2) The terms must include—

(a) details of any fee which may be payable by the labour user to the licence holder including—

(i) the amount or method of calculation of such fee; and

(ii) the circumstances in which refunds or rebates are payable, and their scale, or, if no refunds or rebates are payable, a statement to that effect; and

(b) details of the procedure to be followed if a worker introduced or supplied to the labour user proves unsatisfactory.

(3) The licence holder must record the terms in a single document and send a copy to the labour user as soon as reasonably practicable.

(4) If any variation to those terms is agreed, the licence holder must provide the labour user with a document containing details and the date of the variation as soon as reasonably practicable.