

Link-Up Audit Rescheduling, Cancellation and Re-Audit Charges

Dear Client,

Please be advised that any cancellation or rescheduling of an agreed Link-Up audit date will be subject to charges as detailed in the Cancellation Policy.

In the event that the date is cancelled or rescheduled by the company being audited, the following charges apply:

- 11 or more working days - £100
- 6 to 10 working days - £250
- 5 or fewer working days - full audit charge

If at the time of cancellation a new date is agreed with the auditor, Achilles will send an invoice for the appropriate amount. If a new date is not arranged, Achilles will refund the original full payment, minus the cancellation charge, and a new payment request will then be sent.

This does not apply to cancellations of 5 working days or fewer, in these circumstances a new date cannot be arranged until the new full payment has been received from the company.

Please note that all outstanding payments must be received by Achilles before a re-scheduled Link-Up audit can be undertaken.

Please also be aware that if cancelling or rescheduling an audit goes past the renewal date, your organisation's Link-Up Audit status is liable to be shown as 'Expired' on the Achilles Rail Portal.

In the unfortunate event that a supplier fails their audit and a full re-audit is required; the full audit fee for the full scope of the re-audit will need to be paid.

These charges are outlined in the Link-Up Audit Terms and Conditions and if you have any queries, please contact the Link-Up Audit Team at linkupaudit@achilles.com or contact the Rail Customer Care Team on 01235 861118.