

Terms and Conditions of Business

All work undertaken by Medicys Limited is subject to the following terms of business, unless otherwise stated:

1. General Terms

- All quotations are valid for a period of 2 months from date of issue.
- Providing a quotation does not constitute an agreement that Medicys Limited will undertake the project. Costs are based on the information supplied.
- Medicys Limited reserves the right to revise our quotation should the quotas, field specifications and/or timings change, and to adjust the fee and the date of completion in the event of subsequent alteration of the agreed specifications.
- Medicys Limited requires confirmation in writing that a project has been commissioned, and where applicable this should specify which option has been selected, or the final specifications of the project.
- Medicys will endeavour to assess the feasibility of the project prior to quotation, however, in some cases when quotes must be provided promptly (less than 48 hours) this may not be possible.
- In the absence of any agreement to the contrary, research specifications and proposals provided by Medicys Limited at the request of the Client, when Medicys Limited receives neither the commission nor payment for the proposals, remain the property of the Client or Medicys Limited respectively. Their contents may not be revealed to third parties without permission.
- Fieldwork dates and timings are not intended to be binding, though Medicys Limited will make every effort to achieve them.
- Medicys Limited cannot accept responsibility for delays caused by weather, transport difficulties or any other circumstances beyond its reasonable control.
- Medicys Limited retain the right to subcontract, should the final specifications of the project require us to seek third-party support.
- Quotations are based on values in Sterling/GBP/£, but may be shown for reference in US Dollars (USD) or Euros (€).
- All quotations are presented exclusive of VAT

2. Fees

- Payment is due 30 days from date of invoice, unless otherwise agreed.
- For late invoices, Medicys Limited retain the right to charge interest on the owed amount at a rate of 5%.
- All invoices will be issued in Sterling/GBP/£, unless otherwise agreed.
- Exchange rates (as per xe.com), where applicable, will be those of the date of the invoice, unless otherwise agreed.
- Any incidental expenses incurred by the Client, and additional incentives requested by the Client, will be charged in full.
- Should the invoice be disputed, the Client must advise Medicys Limited within 7 working days of the date stated on the invoice.

3. Research Materials

- All research materials, including but not limited to the screener, questionnaire, discussion guide and show materials, should be received in adequate time and be of sufficient accuracy, to enable Medicys Limited to

complete the fieldwork to the agreed timeline.

4. Recruitment

- When recruiting from a Client provided list, cost and timing assumes that the list provided is up to date and accurate, has full titles, names, addresses and telephone numbers and contains a sufficient number of names to complete quota.
- Additional travel expenses for respondent may be required depending upon geographic areas covered by lists.
- Notification of exclusions, with lists if appropriate, must be given to Medicys Limited in writing before a project commences.
- Any recruitment (and interview) completed in good faith due to lack of notification that it should have been an exclusion will be charged in full.
- In the event of over-recruitment being requested by the Client, all respondents will be paid in full if they attend but are not required.

5. Incentives

- The incentive total presented in our project quote represents an aggregated amount, and are paid to individual respondents at a rate we deem necessary to secure acceptance of an invitation to participate. If FMV rates apply, Medicys Limited will pay no more than the specified amount, unless first obtaining the Client's permission.

6. Moderation

- The moderation fee includes a project pre-briefing of up to 1 hour.
- Additional moderator time, whether for pre-briefing and/or de-briefing, will be charged by the half-hour, at the rate of £40.00.
- For recruit only projects, when the Client is providing their own moderating service, a schedule of moderator availability must be provided prior to the commencement of recruitment.
- Any changes to this schedule must be advised to Medicys Limited at the first practical opportunity.
- A moderator's availability must reflect the practicalities of the project, including timings outside of normal business hours; this may include evenings, early mornings and weekends. The Medicys Limited project manager will advise on best scheduling during the initial project briefing.
- In order that the confidentiality of the respondent be maintained, Medicys Limited requires that a toll-free teleconference line be provided for use by the respondent when participating in telephone interviews.
- Medicys Limited must receive details of the service in advance of the commencement of the recruitment phase.
- Alternatively, Medicys Limited can provide this service, chargeable at cost and reflected in our final invoice.
- Cancellation and/or rescheduling charges will apply if an interview is cancelled or postponed due to changes in moderator's availability (see section 12: "Cancellation and Postponement")

7. Translations

- All translation costs are based on the provision of final materials that can be translated directly. Should translation be based on a draft version, there will be no surcharge for translating additions / changes assuming they are provided in a document with tracked changes.
- Commonalities between materials can be excluded from translation if requested in advance. All commonalities must be clearly highlighted so that translators can easily and accurately transfer the translation from one document to another. Depending on the extent of the editing required we reserve the right to charge an hourly clerical fee of £35.00 for the compilation of the final versions. For the avoidance of

doubt commonalities means sections of text that are identical. Text that is similar, but not identical, will need to be translated.

8. Transcriptions and content analysis

- Costs for transcriptions and content analysis are based on the advertised length of the interview. If the average interview length exceeds the advertised interview length then an additional cost per minute of overrun will be charged.

9. Central Locations

Studio / viewing facility costs quoted in the proposal standardly include the following:

- Liaison with studio to ensure appropriate set up of room and availability of incidental materials e.g. flip chart, highlighters, adhesive etc.
- Preparation of all necessary documentation to comply with guidelines including adverse event and confidentiality agreements.
- Supply of incentives to studio clearly labelled and accompanied by Medicys Limited incentive signing sheets.
- Printing of interview materials, and shipping to studio, when these reaches Medicys Limited in time for this to be feasible.
- Provision of final respondent list to studio.
- On-call Medicys Limited contact to liaise with studio until last respondent has arrived and entered the interview.
- MP3 of audio file of each interview / group.
- 1 DVD/MP4 (if available) copy of video file of each interview / group *
- Labelling and uploading of sound files for Client access.

** Additional copies and / or formats can be supplied at extra cost but please notify us in advance of the central location.*

Catering and refreshment costs quoted in the proposal standardly include the following:

- Provision for all respondents, and up to 5 clients. When more than 5 Clients are in attendance, Medicys Limited will charge on a pro rata basis for each additional Client.

The following expenses are not included in our standard quote and we reserve the right to charge for the costs incurred for the following:

- Alcoholic beverages consumed at studio.
- Printing of study materials at the studio.
- Additional electronic equipment required e.g. additional cameras, video link, laptops etc.
- Taxis for Clients / moderators (when not supplied by Medicys Limited) to and from venue.

When studio bookings are made by the Client, Medicys Limited will not be responsible for liaising with the studio for provision of catering and other extras.

If Medicys Limited is required to supply incentives for Client booked studios, a 15% handling charge will be applied to the total cost of the incentives to cover administration.

Medicys Limited shall in no circumstance be liable for any failure or defective working of audio or visual equipment or for any subsequent cost incurred.

Venue costs are based on access one hour prior and one hour after the event. Should Clients arrive before this time, Medicys Limited reserve the right to pass on the additional fees charged to us by the venue.

10. Scripting and Hosting

- When quoted, these costs are estimated and subject to change based on the final questionnaire design, complexity and overall survey length. Any change to the price quoted will be advised on receipt of the finalised survey instrument.
- Work on programming cannot begin until an approved version of the questionnaire with all relevant routing and instruction has been received.
- Any subsequent structural changes to the questionnaire after the start of programming will be subject to additional costs based on the additional hours of work required (at a rate of £80.00 per hour).
- Such changes will impact on timelines and Clients will be advised of the extent of impact when changes are submitted.

11. Legal & Ethical Guidelines, Codes of Conduct, and Regulatory Approvals

- Medicys Limited will perform and conduct all services in line with accepted industry standards and practices in each country; including the ESOMAR Code, EphMRA Code of Conduct, and BHBI/APBI legal & ethical guidelines.
- Where applicable we will adhere to market specific legislature such as the Loi Bertrand anti-gifting law in France and ADM anonymity regulations in Germany.
- All Medicys Limited employees are fully trained and certified in AE reporting guidelines and we will also undertake any Client specific training required on a per project basis.
- Unless otherwise stated all quotations are provided on the basis that legal, ethical and regulatory approval to conduct market research has been sought and acquired in each market in scope by the commissioning company, prior to Medicys Limited beginning work; this includes but is not limited to CNOM declaration of market research in France and CPSU approval in Spain.
- Medicys Limited assumes that the Client and/or Client Company will perform their research activities in line with current legislation and regulation, including all current data protection laws, and specifically 2016/679, the General Data Protection Regulation

12. Cancellation and Postponement

In the event of a project or interviews being postponed or cancelled, after commissioning, fees will be charged at the following rates:

Costs for rescheduling booked interviews:

Time before interview	If respondent can be rescheduled				
	Recruitment cost	Respondent incentives	Moderation	Project management	Studio Costs*
48 hrs or less	50%	100%	100%	100%	100%
3-5 days	50%	50%	25%	50%	100%
6-10 days	25%	25%	0%	20%	100%
>10 days	0%	0%	0%	0%	100%

Costs for rescheduling booked interviews:

Time before interview	If the project is cancelled or the respondent cannot be rescheduled				
	Recruitment cost	Respondent incentives	Moderation	Project management	Studio Costs*
48 hrs or less	100%	100%	100%	100%	100%
3-5 days	100%	50%	50%	50%	100%
6-10 days	100%	25%	10%	20%	100%
>10 days	100%	0%	0%	0%	100%

**Only applicable if studio booking confirmed, usually ~5 days prior to date of research and will exclude catering and any other 'on the day' costs*

Programming costs in the event of cancellation: If Medicys Limited is programming the study questionnaire the cancellation costs will be as follows:

Time after receipt of questionnaire	% of programming
1 day	25%
2 days	50%
3 days	75%
4 days of more	100%

Translation costs in the event of cancellation: This will be charged at 100% of the per word rate for all translation at the time of the cancellation.