



Sample Site, Sample Street, Sample Town

Prepared for: L And01 Landmark1 Account Landmark(Test Account) 6 - 7 Abbey Court, Sowton Ind Estate Exeter Devon EX2 7HY

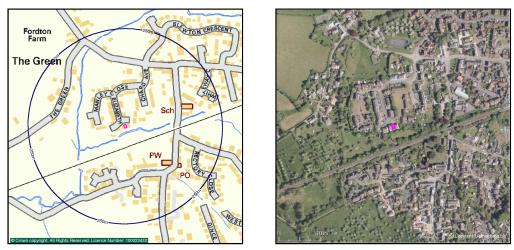
Report Reference: SAS_36615076_1_1

Report Date: 06-NOV-2011

Customer Reference: SAMPLE

National Grid Reference: 304300 97300

Site Area: 50 m²



If you have any questions on the contents of this Report please contact Landmark Customer Helpdesk which is open from 9:00am - 5:30pm, Monday - Friday, via one of the following channels:

Telephone: 0844 844 9966 Fax: 0844 844 9980 Email: info@landmarkinfo.co.uk Website: www.sitecheck.co.uk







Professional Opinion on environmental risk



The Sitecheck report dated 06-NOV-2011 and reference SAS_36615076_1_1 for Sample Site, Sample Street, Sample Town has examined the sources of potential contamination in terms of historical land use, environmental data and current land uses where known.

INTRODUCTION

This professional opinion determines the level of environmental risk, as to whether a pollutant linkage exists which is created when there is a source of contamination, a pathway for it to travel along and receptors, which may be harmed. This risk-based approach underpins the government approach to contaminated land. If a pollutant linkage exists the property may be regarded by the local authority as being "Contaminated Land" for the purposes of Part 2A of the Environmental Protection Act 1990.

In completing this report, Argyll Environmental has undertaken a review of data made available to it. No site inspection, further enquiries or investigation of surface or ground conditions has been carried out by Argyll Environmental. No information as to the age, value and type of property has been made available. It is important to note that it is not known by Argyll Environmental for what purpose the report has been commissioned.

CONCLUSIONS

In the professional opinion of Argyll Environmental, the level of risk associated with the information disclosed in the associated Sitecheck report:

1) is unlikely to have an adverse effect on the value of the property, and

2) is not such that the property would be designated "Contaminated Land" within the meaning of Part 2A of the Environmental Protection Act 1990.

OTHER ENVIRONMENTAL FACTORS

In this case the following environmental factors have been identified which a client may wish to be investigated before proceeding further:

An area of Subsidence Hazard Potential An area of floodplain

Please refer to the relevant section in the report for each of the above factors.

Approved by

Christopher S. Taylor BSc (Hons), MSc, AIEMA Chartered Water and Environmental Manager Technical Director, Argyll Environmental Limited







Professional Opinion on environmental risk

SOURCES OF ADDITIONAL PROFESSIONAL GUIDANCE:

If the report is for valuation, or investment, or other forms of lending decision making there may be issues arising from the current occupation, which need to be examined. The Royal Institution of Chartered Surveyors has provided guidance with respect to such matters and specific reference should be made to the guidance note 'Contamination, the environment and sustainability - Implications for chartered surveyors and their clients' published April 2010. This guidance note is referred to in UKGN1.1 paragraph 2.2 of the RICS Valuation Standards (6th Edition) (The "Red Book").

It is recommended that the client reviews the outputs of any valuation report, which should include a Property Observation Checklist, contained at Appendix A for commercial property or Appendix B for rural property in the Royal Institution of Chartered Surveyors guidance note 'Contamination, the environment and sustainability - Implications for chartered surveyors and their clients'. Completion of these checklists does not constitute an environmental assessment for the purposes of Professional Indemnity Insurance where many surveyors are unlikely to have appropriate indemnity cover. Any contamination, which is observed on the site by the surveyor during the normal course of their inspection, can also be recorded.

If the property is let, the landlord or the tenant (as appropriate) should take legal advice as to whether the covenants in the lease constitute legal or financial burdens. The Law Society's "Environmental Law Handbook-6th Edition" provides valuable assistance.

In leases with no express covenants dealing with environmental matters, lawyers and surveyors need to be aware of the extent to which the repairing of covenants can be applied and, when advising tenant clients in particular, will need to draw attention to the client's obligations to comply with enacted legislation.

Should contamination have been observed on site a suitably qualified, insured and experienced professional, preferably with the Specialist in Land Condition (SiLC) accreditation, should quantify whether this could give rise to an action by a regulator or any other party. A suitable management plan for action incorporated in a Land Quality Statement in accordance with RICS guidance should be put in place and appropriate matters taken up with the tenant / occupier.

In terms of development this report should be seen as a precursor to a thorough investigation of the property for planning control purposes. The DTI funded guidance published by the Construction Industry Research and Information Association (CIRIA) Brownfields-managing the development of previously developed land-a clients guide may be a useful starting point.

This professional opinion forms part of the Sitecheck Assess report and is subject to Landmark Information Group's Terms and Conditions of Business in force from time to time. Further information on the methodology and the datasets examined in this professional opinion is included in the Sitecheck Asses Practitioner Guide.



Report Sections and Details

Summary of Site

This section comprises source, pathway and receptor information found on site. Other factors which may affect the site are also included. **Aerial Photo** 1 The aerial photo gives an overall view of the area. The smaller large-scale Ordnance Survey map includes the site boundary and search zone buffer at 250m. Location Map 2 The accurate large-scale Ordnance Survey map confirms the boundary of the subject site. The descriptive text may identify other features which could be of relevance but not reported. The smaller aerial photo includes the site boundary. Summary Table 3 This section comprises of a summary table of the information found on site and in its vicinity. **Current Land Use** 7 This section contains a map, which shows current land use features. The following pages detail these features and identify the Reference Number and direction. **Historical Land Use** 10 This section contains a map, which shows historical land use features. The following pages detail these features and identify the Reference Number and direction. A table listing all the maps used to source this information is included. Sensitivity 13 This section contains a map, which shows pathway and receptor features. The following pages detail these features and identify the Reference Number and direction. This section also contains a separate Flood Map and flood details. **Other Factors** 16 This section contains information on other factors which may affect the site and its vicinity. **Useful Information** 17

This section contains information which may be of use when interpreting the report.

Useful Contacts

All textual information is linked by the 'Contact Ref' to this quick reference list of contacts. These contacts may be able to supply additional information or answer any subsequent query relating to that record.

4.0

18



Sensitivity Pathways		Reference Number (Map ID)
Groundwater Vulnerability		
Geological Classification: Non Aquifer (Negligibly permeable) - Formations which are generally regarded as containing insignificant quantities of groundwater. However, groundwater flow through such rocks, although imperceptible, does take place and needs to be considered in assessing the risk associated with persistent pollutants, Soil Classification: Not classified, Map Scale: 1:100,000, Map Name: Sheet 50 East Devon and South Somerset, Contact Ref: 1	15	-

Other Factors Geological	Page No.	Reference Number (Map ID)
Radon Potential - Radon Affected Areas		
Affected Areas: The property is in a lower probability radon area, as less than 1% of homes are above the action level, Source: British Geological Survey, National Geoscience Information Service, Contact Ref: 2	16	-
Radon Potential - Radon Protection Measures		
Radon Protection Measures: None, Source: British Geological Survey, National Geoscience Information Service, Contact Ref: 2	16	-
Potential for Landslide Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 2	16	-
Potential for Shrinking or Swelling Clay Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 2	16	-
Potential for Collapsible Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 2	16	-





Site

Sample Site, Sample Street, Sample Town

Grid Reference 304300, 97300

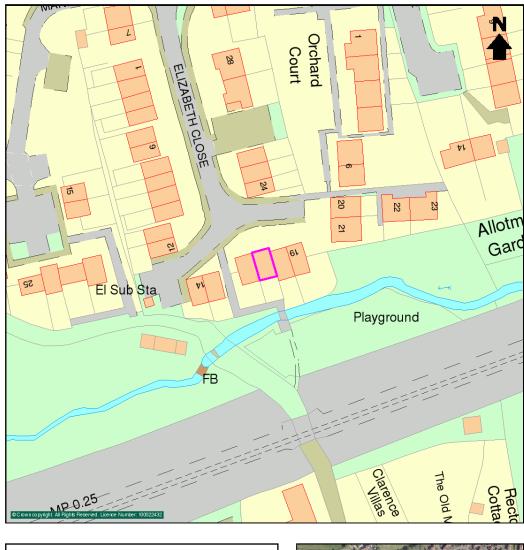
Report Reference SAS_36615076_1_1

Customer Reference SAMPLE

Size of Site 50 m²







Site

Sample Site, Sample Street, Sample Town

Grid Reference 304300, 97300

Report Reference SAS_36615076_1_1

Customer Reference SAMPLE

Size of Site 50 m²





Current Land Use	On Site	0-250m	250- 500m
Sources	0	9	4
Waste / Landfill Sites			
BGS Recorded Landfill Sites	0	0	0
Licensed Waste Management Facilities (Landfill Boundaries)	0	0	0
Licensed Waste Management Facilities (Locations)	0	0	0
Local Authority Recorded Landfill Sites	0	0	0
Registered Landfill Sites	0	0	0
Registered Waste Transfer Sites	0	0	0
Registered Waste Treatment or Disposal Sites	0	0	1
Statutory Authorisations			
Local Authority Pollution Prevention and Controls	0	0	0
Contaminated Land Register Entries and Notices	0	0	0
Registered Radioactive Substances	0	0	0
Discharge Consents			
Discharge Consents	0	8	3
Water Industry Act Referrals	0	0	0
Industrial Processes			
Integrated Pollution Controls	0	0	0
Integrated Pollution Control Registered Waste Sites	0	0	0
Integrated Pollution Prevention And Control	0	0	0
Local Authority Integrated Pollution Prevention And Control	0	0	0
Storage of Hazardous Substances			
Control of Major Accident Hazards Sites (COMAH)	0	0	0
Explosive Sites	0	0	0
Notification of Installations Handling Hazardous Substances (NIHHS)	0	0	0
Planning Hazardous Substance Consents	0	0	0
Contraventions			
Local Authority Pollution Prevention and Control Enforcements	0	0	0
Enforcement and Prohibition Notices	0	0	0
Planning Hazardous Substance Enforcements	0	0	0
Prosecutions Relating to Authorised Processes	0	0	0
Prosecutions Relating to Controlled Waters	0	1	0
Substantiated Pollution Incident Register	0	0	0



Current Land Use	On Site	0-250m	250- 500m
Sources	0	9	4
Potentially Contaminative Uses			
Contemporary Trade Directory Entries	0	0	0
Fuel Station Entries	0	0	0
Miscellaneous			
BGS Recorded Mineral Sites	0	0	0

Historical Land Use	On Site	0-250m	250- 500m
Sources	0	2	3
Potentially Contaminative Uses			
Historical Tanks And Energy Facilities	0	0	1
Potentially Contaminative Industrial Uses (Past Land Use)	0	2	2
Potentially Infilled Land			
Former Marshes	0	0	0
Potentially Infilled Land (Non-Water)	0	0	0
Potentially Infilled Land (Water)	0	0	0

Sensitivity	On Site	0-250m	250- 500m
Pathways and Receptors	1	3	0
Pathways			
Groundwater Vulnerability	1	n/a	n/a
Drift Deposits	0	n/a	n/a
Historical Flood Liabilities	0	0	0
Extreme Flooding from Rivers or Sea without Defences	0	1	n/a
Flooding from Rivers or Sea without Defences	0	1	n/a
Areas Benefiting from Flood Defences	0	0	n/a
Flood Water Storage Areas	0	0	n/a
Flood Defences	0	0	n/a

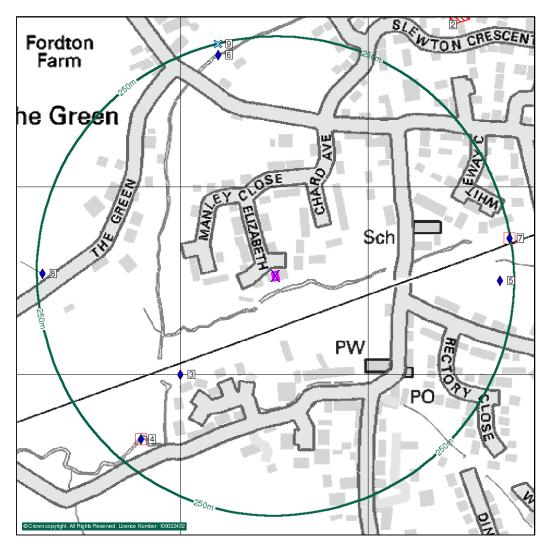


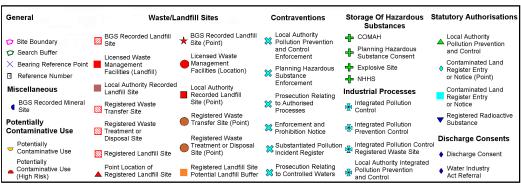
Sensitivity	On Site	0-250m	250- 500m
Pathways and Receptors	1	3	0
Environmentally Sensitive Receptors			
Areas of Outstanding Natural Beauty	0	0	0
Environmentally Sensitive Areas	0	0	0
Local Nature Reserves	0	0	0
Marine Nature Reserves	0	0	0
National Nature Reserves	0	0	0
Nearest Surface Water Feature	0	1	0
Ramsar Sites	0	0	0
Sites of Special Scientific Interest	0	0	0
Source Protection Zones	0	0	0
Special Areas of Conservation	0	0	0
Special Protection Areas	0	0	0
Water Abstractions	0	0	0
Protected Countryside Areas			
Forest Parks	0	0	0
National Parks	0	0	0
National Scenic Areas	0	0	0



Other Factors	On Site	0-250m	250- 500m
Geological	7	3	0
Brine Compensation Area	0	n/a	n/a
Coal Mining Affected Areas	0	n/a	n/a
Mining Instability	0	0	n/a
Man-Made Mining Cavities	0	0	0
Natural Cavities	0	0	0
Non Coal Mining Areas of Great Britain	0	0	n/a
Radon Potential - Radon Affected Areas	1	n/a	n/a
Radon Potential - Radon Protection Measures	1	n/a	n/a
Potential for Collapsible Ground Stability Hazards	1	1	n/a
Potential for Compressible Ground Stability Hazards	1	1	n/a
Potential for Ground Dissolution Stability Hazards	0	0	n/a
Potential for Landslide Ground Stability Hazards	1	0	n/a
Potential for Running Sand Ground Stability Hazards	1	1	n/a
Potential for Shrinking or Swelling Clay Ground Stability Hazards	1	0	n/a









Sources	Pof No		
Waste / Landfill Sites	Ref No.	Search Buffer	Direction
Local Authority Landfill Coverage			
Name: East Devon District Council, - Has supplied landfill data, Contact Ref: 4	-	On Site	NW
Name: Devon County Council, - Has supplied landfill data, Contact Ref: 3	-	On Site	NW
Registered Waste Treatment or Disposal Sites			
S J Pester, Vehicle Repair Shop, Whiteways Cider Factory, Whimple, EXETER, Devon, EX8 4NN, Reference: WR/L/SY/E(23) 06.94, Status: Licence known to be surrendered, Surrendered, Positional Accuracy: Positioned by the supplier, Boundary Quality: Moderate, Contact Ref: 1	2	250-500m	NE

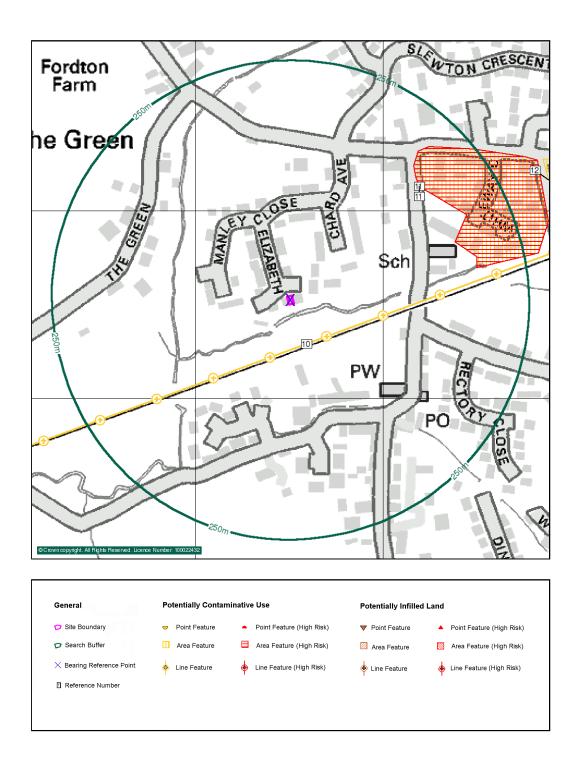
Discharge Consents	Ref No.	Search Buffer	Direction
Discharge Consents			
South West Water, Whimple Sso, Sewage Discharge, Reference: Nra-Sw-1690, Version: 1, Status: Revoked (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995), Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	3	0-250m	SW
South West Water, Church Road Cso, Whimple, Devon, Sewage Discharge, Reference: 201816, Version: 1, Status: New Consent (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995), Positional Accuracy: Located by supplier to within 10m, Contact Ref: 1	4	0-250m	SW
South West Water, Church Road Cso, Whimple, Devon, Sewage Discharge, Reference: 201816, Version: 3, Status: Consent revoked or revised: New Consent issued (Section 37(1)), Positional Accuracy: Located by supplier to within 10m, Contact Ref: 1	4	0-250m	SW
South West Water, Church Road Cso, Whimple, Devon, Sewerage Discharge, Reference: 203623, Version: 1, Status: New Consent (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995), Positional Accuracy: Located by supplier to within 10m, Contact Ref: 1	4	0-250m	SW
The Secretary, Hindestrete , WHIMPLE, Unknown Discharge, Reference: DRA 1013/1,Version: Not SuppliedStatus: Not Supplied Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	5	0-250m	E
Mr R C Jones, Old Cider House Site, WHIMPLE, Sewerage Discharge, Reference: NRA-SW-6000/1,Version: Not SuppliedStatus: Not Supplied Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	6	0-250m	Ν
Estreeta Estates Ltd, Former Goods Yard, Whimple, Exeter, Devon, Sewage Discharge, Reference: Nra-Sw-7280, Version: 1, Status: New Consent (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995), Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	7	0-250m	E
Estreeta Estates Ltd, Former Goods Yard, Whimple, Exeter, Devon, Sewage Discharge, Reference: Nra-Sw-7279, Version: 1, Status: New Consent (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995), Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	7	0-250m	E



Sources			
Discharge Consents	Ref No.	Search Buffer	Direction
Discharge Consents			
Michael Thomas Wallis & Maria Assumpta Wallis, Orchard Cottage The Green, Whimple, Exeter, Devon, Ex5 2ua, Sewage Discharge, Reference: 200753, Version: 1, Status: New Consent (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995), Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	8	250-500m	W
Allied Domecq Spirits & Wine Ltd, Cornmill (Res.Devmnt), Whimple, Devon, Sewage Discharge, Reference: Nra-Sw-7718, Version: 1, Status: New Consent (Water Resources Act 1991, Section 88 & Schedule 10 as amended by Environment Act 1995), Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	-	250-500m	NE
Mr W F Harris, Oakcroft Dince Hill Close, Whimple, Exeter, Devon, Ex5 2tt, Sewage Discharge, Reference: Swwa 673, Version: 1, Status: New Consent, by Application, granted by Secretary of State, Positional Accuracy: Located by supplier to within 100m, Contact Ref: 1	-	250-500m	SE

Contraventions	Ref No.	Search Buffer	Direction
Prosecutions Relating to Controlled Waters			
Cranny Brook, Whimple Village, WHIMPLE, Devon, EX5, EA (Water Resources) Prosecution, Hearing Date: 23rd July 1996, Positional Accuracy: Manually positioned within the geographical locality, Contact Ref: 1	9	0-250m	Ν







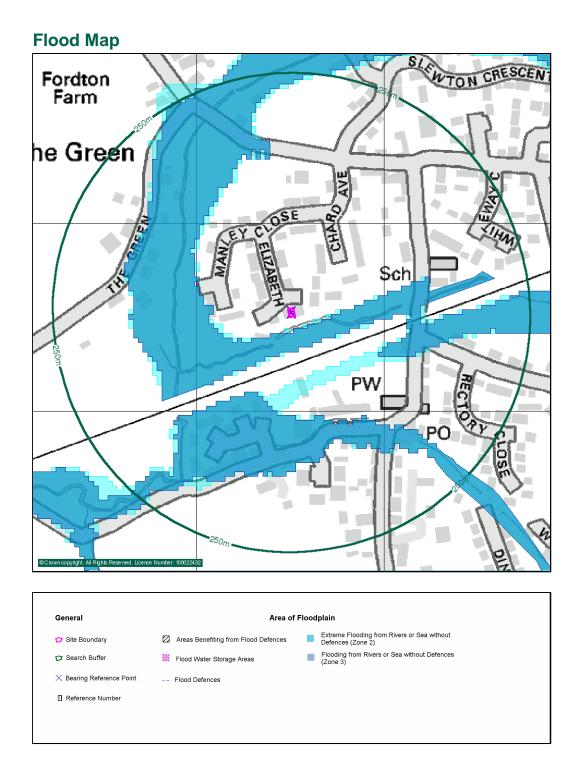
Sources			
Potentially Contaminative Uses	Ref No.	Search Buffer	Direction
Historical Tanks And Energy Facilities			
Tanks, Scale of Mapping: 1:2,500, Date of Mapping: 1969	-	250-500m	NW
Potentially Contaminative Industrial Uses (Past Land Use)			
Railways, Date of Mapping: 1890 - 1972	10	0-250m	S
Brewing & malting, Date of Mapping: 1906 - 1972	11	0-250m	NE
Factory or works - use not specified, Date of Mapping: 1962	12	250-500m	E
Railways, Date of Mapping: 1962 - 1972	-	250-500m	E



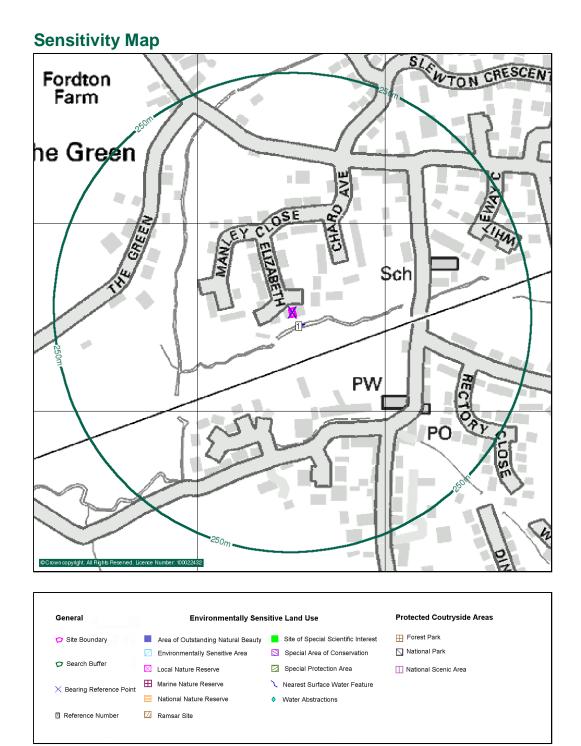
Map Details

The following maps have been analysed for Historical Tanks and Energy Facilities				
1:2,500	Mapsheet	Published		
Ordnance Survey Plan	SY0497	1969		
The following maps have been analysed for Potentially Contaminative Uses and Potentially Infilled Land information				
1:10,000	Mapsheet	Published		
Ordnance Survey Plan	SY09NW	1972		
1:10,560	Mapsheet	Published		
Devon	069_SE	1890		
Devon	069_SE	1906		
Ordnance Survey Plan	SY09NW	1962		











Pathways and Receptors			
Pathways	Ref No.	Search Buffer	Direction
Groundwater Vulnerability			
Geological Classification: Non Aquifer (Negligibly permeable) - Formations which are generally regarded as containing insignificant quantities of groundwater. However, groundwater flow through such rocks, although imperceptible, does take place and needs to be considered in assessing the risk associated with persistent pollutants, Soil Classification: Not classified, Map Scale: 1:100,000, Map Name: Sheet 50 East Devon and South Somerset, Contact Ref: 1	-	On Site	NW
Drift Deposits			
None	-		-
Extreme Flooding from Rivers or Sea without Defences			
Type: Extent of Extreme Flooding from Rivers or Sea without Defences, Flood Plain Type: Fluvial Models, Contact Ref: 1	-	0-250m	SE
Flooding from Rivers or Sea without Defences			
Type: Extent of Flooding from Rivers or Sea without Defences, Flood Plain Type: Fluvial Models, Contact Ref: 1	-	0-250m	S
Areas Benefiting from Flood Defences			
None	-		-
Flood Water Storage Areas			
None	-		-
Flood Defences			
None	-		-

Environmentally Sensitive Receptors	Ref No.	Search Buffer	Direction
Nearest Surface Water Feature			
Distance: 11m	1	0-250m	SE



Other Factors		
Geological	Search Buffer	Direction
Brine Compensation Area		
No		-
Coal Mining Affected Areas		
In an area which may not be affected by Coal Mining		-
Non Coal Mining Areas of Great Britain		
No Hazard		-
Radon Potential - Radon Affected Areas		
Affected Areas: The property is in a lower probability radon area, as less than 1% of homes are above the action level, Source: British Geological Survey, National Geoscience Information Service, Contact Ref: 2	On Site	NW
Radon Potential - Radon Protection Measures		
Radon Protection Measures: None, Source: British Geological Survey, National Geoscience Information Service, Contact Ref: 2	On Site	NW
Potential for Collapsible Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 2	On Site	NW
Hazard Potential: No Hazard, Contact Ref: 2	0-250m	S
Potential for Compressible Ground Stability Hazards		
Hazard Potential: No Hazard, Contact Ref: 2	On Site	NW
Hazard Potential: Moderate, Contact Ref: 2	0-250m	S
Potential for Ground Dissolution Stability Hazards		
No Hazard		-
Potential for Landslide Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 2	On Site	NW
Potential for Running Sand Ground Stability Hazards		
Hazard Potential: No Hazard, Contact Ref: 2	On Site	NW
Hazard Potential: Low, Contact Ref: 2	0-250m	S
Potential for Shrinking or Swelling Clay Ground Stability Hazards		
Hazard Potential: Very Low, Contact Ref: 2	On Site	NW



Registered Landfill Sites

At present no complete national data set exists for landfill site boundaries, therefore a point grid reference, provided by the data supplier, is used for some landfill sites. In certain cases the point grid references supplied provide only an approximate position and can vary from the site entrance to the centre of the site. Where the exact position of the site is unclear, Landmark construct either a 100 metre or 250 metre "buffer" around the point to warn of the possible presence of landfill. The size of this "buffer" relates to the positional accuracy that can be attributed to the site. The "buffer" is shown on the map as an orange cross-hatched circle and is referred to in the map legend as Potential Landfill Buffer. Where actual boundaries are available, the landfill site area is shown on the map as a red diagonal hatched polygon and referred to in the map legend as Registered Landfill Site.

Local Authority Recorded Landfill Sites

Local Authority landfill data are sourced from individual local authorities that were able to provide information on sites operating prior to the introduction of the Control of Pollution Act (COPA) in 1974. Appropriate authorities are listed under Local Authority Landfill Coverage with an indication of whether or not they were able to make landfill data available. Details of any records identified are disclosed. You should be aware that if the local authority 'Had landfill data but passed it to the relevant environment agency' it does not necessarily mean that local authority landfill data is included in our other Landfill datasets. In addition if no data has been made available, for all or part of the search area, you should be aware that a negative response under 'Local Authority Recorded Landfill Sites' does not necessarily confirm that no local authority landfills exist.

Flooding

The Sitecheck report flood map plots all flood related features revealed within the search area as supplied by the relevant agency. However, to avoid confusion, the text entry in the body of the report only reveals the detail of the nearest feature in each flood data set. This is also reflected in the summary table where only a single entry is included to indicate the search buffer of the nearest occurrence.

Mining Instability Data

The Mining Instability data was obtained on Licence from Ove Arup + Partners Limited (for further information, contact mining.review@arup.com). No reproduction or further use of such data is to be made without the prior written consent of Ove Arup + Partners Limited. The information and data supplied in the Product are derived from publicly available records and other third party sources and neither Ove Arup + Partners nor Landmark warrant the accuracy or completeness of such information or data.

The information in this Sitecheck Assess Report is derived from a number of statutory and non-statutory sources. While every effort is made to ensure accuracy, Landmark cannot guarantee the accuracy or completeness of such information or data, nor to identify all the factors that may be relevant. If you are a private individual using this report Landmark recommend that you discuss its contents in full with your professional advisor. It is essential to read this report in conjunction with the Product User Guide and your attention is drawn to the scope of the report section within this guide.

The Sitecheck Assess User guide is available free of charge from our website www.sitecheck.co.uk

Landmark Information Group Limited 2011. All Rights Reserved. The copyright on the information and data and its format as contained in this Siteche Assess Report ("Report") is the property of Landmark Information Group Limited ("Landmark") and several other Data Providers, including (but not limited to) Ordnance Survey, British Geological Survey, the Environment Agency and Natural England and must not be reproduced in whole or in part by photocopying or any other method, except as allowed by Landmark's Terms and Conditions. The Report is supplied under Landmark's Terms and Conditions accepted by the customer. The Copyright, design rights and any other intellectual rights shall remain the exclusive property of Landmark and/or other Data Providers, whose copyright material has been included in this Report.





Contact Names and Addresses

1 Environment Agency National Customer Contact Centre (NCCC)

PO Box 544 Templeborough Rotherham S60 1BY Telephone 08708 506 506

enquiries@environment-agency.gov.uk

Please note that the Environment Agency/SEPA have a charging policy in place for enquiries.

2 British Geological Survey Enquiry Service

British Geological Survey Kingsley Dunham Centre Keyworth Nottingham Nottinghamshire NG12 5GG

enquiries@bgs.ac.uk www.bgs.ac.uk

3 Devon County Council

County Hall Topsham Road Exeter Devon EX2 4QD

Telephone 0115 936 3143

Fax 0115 936 3276

Telephone 01392 382000 Fax 01392 382135

www.devon.gov.uk

4 East Devon District Council Environmental Health Department

Council Offices Knowle Sidmouth Devon EX10 8HL Telephone 01395 516551 Fax 01395 513315

www.eastdevon.gov.uk

Other Contacts

Institution of Civil Engineering Surveyors

26 Market Street ALTRINCHAM Cheshire WA14 1PF Telephone 0161 928 8074

www.ices.org.uk/ices.asp

The Association of Geotechnical and Geoenvironmental Specialists

Foreham Street 83 Copers Cope Road Beckenham Kent BR3 1NR

www.ags.org.uk/

Telephone 020 86588212

If you would like any further assistance regarding this report then please contact Landmark on (Tel) 0844 844 9966, (Fax) 0844 844 9980, Email: info@landmarkinfo.co.uk



The Environmental Auditors Registration Association

Welton House Limekiln Way Lincoln LN2 4US

www.greenchannel.com/iea/earahome.htm

The Environmental Industries Commission

45 Weymouth Street London W1N 3LD

www.eic-uk.co.uk/

The Institution of Civil Engineers

One Great George Street Westminster LONDON SW1P 3AA

www.ice.org.uk

The Royal Institution of Chartered Surveyors

12 Great George Street Parliament Square London SW1P 3AD

www.rics.org.uk/

Argyll Environmental Ltd

Tower Point 44 North Road Brighton BN1 1YR

info@argyllenviro.com www.argyllenvironmental.com

Landmark Information Group Limited

Legal and Financial The Smith Centre Fairmile Henley-on-Thames Oxon RG9 6AB

info@landmarkinfo.co.uk www.landmarkinfo.co.uk Telephone 01522 540069

Telephone 020 79351675

Telephone 0207 222 7722 Fax 0207 222 7500

Telephone 020 7222 7000

Telephone 0845 458 5250 Fax 0845 458 5260

Telephone 0844 844 9966 Fax 0844 844 9980



Search Code

Important Consumer Protection Information

This search has been produced by Landmark Information Group Ltd, The Smith Centre, Fairmile, Henley on Thames, RG9 6AB. Telephone 0844 844 9966, email helpdesk@landmark.co.uk which is registered with the Property Codes Compliance Board (PCCB) as a subscriber to the Search Code. The PCCB independently monitors how registered firms maintain compliance with the Code.

The Search Code provides protection for homebuyers, sellers, conveyancers and mortgage lenders who rely on property search reports carried out on residential property within the United Kingdom. It sets out minimum standards which firms compiling and/or selling search reports have to meet. By giving you this information, your search provider is confirming that they keep to the principles of the Code. This provides important protection for you.

The Code's core principles

Search providers which subscribe to the Code will:

- Display the Code logo prominently on their search reports.
- Act with integrity and carry out work with due skill, care and diligence.
- At all times maintain adequate and appropriate insurance to protect consumers.
- Conduct business in an honest, fair and professional manner.
- Handle complaints speedily and fairly.
- Ensure that all search services comply with the law, registration rules and standards.
- Monitor their compliance with the Code.

Keeping to the Search Code

How search organisations maintain compliance with the Search Code is monitored independently by the Property Codes Compliance Board (PCCB). If you have a query or complaint about your search, you should raise it directly with the firm, and if appropriate ask for your complaint to be considered under their formal internal complaints procedure. If you remain dissatisfied with the firm's final resolution after your complaint has been formally considered or if the firm has exceeded the response timescales, you may refer your complaint to The Property Ombudsman (TPO). TPO can award compensation of up to £5,000 to you if it finds that you have suffered actual loss as a result of your search provider failing to keep to the Code.

Please note that all queries or complaints regarding your search should be directed to your search provider in the first instance, not to TPOs or to the PCCB.

TPOs Contact Details:

The Property Ombudsman Scheme Beckett House 4 Bridge Street Salisbury Wiltshire SP1 2LX Tel: 01722 333306 Fax: 01722 332296 Email: admin@tpos.co.uk



Search Code

Complaints Procedure - Information for customers

If you wish to make a complaint, we will deal with it speedily and fairly. We will:

- Produce a formal written complaints procedure and tell you what this is.
- Acknowledge a complaint within 5 working days of its receipt.
- Normally deal with a complaint fully and in writing within 20 working days of receipt.
- Keep you informed by letter, telephone or e-mail, as you prefer, if we need more time.
- Provide a final written response at the latest within 40 days of receipt.
- Liaise, at your request, with anyone acting formally on your behalf.

If you are not satisfied with the final decision, you may refer the complaint to The Property Ombudsman scheme (TPOs).

You can get more information about the PCCB from www.propertycodes.org.uk

Please contact our Customer Service Team on 0844 844 9966 if you would like a copy of the full search code.

Complaints should be sent to:

Customer Relationship Manager Landmark Information Group Ltd Landmark UK Property The Smith Centre Fairmile Henley-On-Thames RG9 6AB

Telephone: 0844 844 9966

E-mail: helpdesk@landmark.co.uk

LANDMARK STANDARD TERMS AND CONDITIONS

DEFINITIONS

In these Terms, the following terms have the following meanings:

"Agreement" has the meaning set out in clause 1.d.

"Authorised Reseller" means an agent or reseller who We have duly appointed to resell Our Reports and Services.

"Consumer" means a natural person acting for purposes other than his trade, business or profession.

"Content" means any data, computing and information services and software, and other content and documentation or support materials and updates included in and/or supplied by or through the Websites, in Reports or Services or in any other way by Us and shall include both material developed by or on behalf of Us and Third Party Content.

"End User" means either: (i) a Consumer or a Consumer's friend or family member who uses the Services provided to the Consumer; or (ii) where You are not a Consumer, an employee of Yours who uses the Services provided to You; or (iii) a person identified in clause 2.b or their respective employees.

"Fees" means any charges levied by Us or an Authorised Reseller for Services provided to You.

"First Purchaser" means the first person, or legal entity to purchase the Property Site following provision of a Report.

"First Purchaser's Lender" means the funding provider for the First Purchaser. "Information Pack" means a pack compiled by or on behalf of the owner or prospective buyer of the Property Site, designed to aid the marketing or purchase of the Property Site and containing information provided by or on behalf of the owner or prospective buyer of the Property Site.

"Intellectual Property Rights" means copyright, patent, design right (registered or unregistered), service or trade mark (registered or unregistered), database right or other data right, moral right or know how or any other intellectual property right.

References to "We", "Us" and "Our" are references to Landmark Information Group Limited, whose registered office is 7 Abbey Court, Eagle Way, Exeter, EX2 7HY.

"Order" means the request for Services from Us by You.

"Property Site" means a land site in relation to which We provide a Service. "Report" includes any information that We supply to You including all reports, services, datasets, software or information contained in them.

"Services" means the provision of any service by Us pursuant to these Terms, including without limitation, any Report.

"Supplier" means any third party organisation that provides services, software, data, information and other content or functionality of any form to Us. "Terms" means these terms and conditions.

"Third Party Content" means the services, software, data, information and other content or functionality provided by Suppliers and linked to or contained in the Services.

"Website" means any website hosted by Us and includes the Content and any report, service, document, data-set, software or information contained in such websites or derived from them.

References to "You", "Your" and "Yourself" refer to the contracting party who accesses the Website or places an Order with Us.

1. Basis of Contract

- a. These Terms govern the relationship between Us and You where You purchase Services from Us. Where these Terms are not expressly accepted by You, they will be deemed to have been accepted by You, and You agree to be bound by these Terms, when You place any Order, or pay for any Services provided to You by Us.
- b. You shall take all reasonable steps to check that the details that You provide in relation to Your Order are complete, accurate and correct and that the Report has been prepared for the correct location and property type. Neither We nor any Suppliers shall have any liability for errors or omissions in information provided by or on behalf of You or from Your failure to check that the Report relates to the correct location or property.
- c. We may modify these Terms, and may discontinue or revise any or all other aspects of the Services at Our sole discretion, with immediate effect and without prior notice, including without limitation changing the Services available at any given time. Any amendment or variation to these Terms shall be posted on Our Websites. You acknowledge that it shall remain Your responsibility to check Our Website from time to time for any such amendments or variation to these Terms. Continued Orders of the Services by You shall be deemed an acceptance by You to be bound by any such amendments to the Terms.
- d. These Terms together with Your Order, the Fees and delivery details in relation to Your Order and Our privacy policy, which is available on the Website, constitute the entire agreement between the parties relating to the supply of Services to You by Us ("Agreement"). You acknowledge that You have not relied on any statement, promise or representation made or given by or on behalf of Us which is not set out in the Agreement or delivery details. Nothing in this clause 1.d shall limit or exclude any liability for fraud.

e. These Terms shall prevail at all times to the exclusion of all other terms and conditions including any terms and conditions which You may purport to apply even if such other provisions are submitted in a later document or purport to exclude or override these Terms and neither the course of conduct between parties nor trade practice shall act to modify these Terms.

2. Services and Licensed Use

- a. Subject to clauses 6.d, 6.k and 6.l, We shall use all reasonable skill, care and diligence in the performance of the Services.
- Subject always to these Terms You may, without further charge, make the Services available to:
 - i. the owner of the whole or part of the Property Site at the date of the Report;
 - ii. any person who purchases the whole or part of the Property Site;
 - any person who provides funding secured on the whole or part of the Property Site;
 - iv. any person for whom You act in a professional or commercial capacity in relation to the Property Site;
 - v. any person who acts for You in a professional or commercial capacity in relation to the Property Site; and/or
 - vi. prospective buyers of the whole or part of the Property Site as part of an Information Pack but for the avoidance of doubt, We shall have no liability to such prospective buyer unless the prospective buyer subsequently purchases the Property Site, and the prospective (or actual) buyer shall not be entitled to make the Service available to any other third party.
- c. You shall not hold yourself out or describe yourself as Our agent or an agent of any of the Suppliers.
- d. You shall ensure that acknowledgements of copyright and database right ownership are included in a conspicuous position in all copies of the Content. You may not delete any of Our or the Suppliers' intellectual property protection notices (including without limitation copyright notices or trade marks) from the Content.
- e. You shall use Your best endeavours to use adequate technological and security measures, including measures We or Suppliers may reasonably recommend from time to time, to ensure that all Content which You hold or are responsible for is secure from unauthorised use or access.
- f. The Content shall only be used strictly in accordance with these Terms and not for any other purpose; nor shall any use of the Content be made that would or might be deemed to be disparaging to Us, the Suppliers or any of them. You shall not be entitled to resell or rent any Content or otherwise any supply products incorporating such Content for commercial sale or rental.
- g. You shall not reverse engineer, separate or otherwise tamper with the Content so that Content can be extracted and used for any purpose outside the scope of the Agreement.
- h. If You are a Company or public body, You agree that the licensed use of Content pursuant to the Agreement always excludes its use by any of Your subsidiaries, holding companies or subsidiaries of such holding companies (as such terms are defined in section 1159 of the Companies Act 2006) or by any government entity associated with You (in each case as applicable). You agree, and shall procure, that any such company or entity shall enter into a separate agreement with Us.
- i. All other uses of the Content are prohibited. If You wish to use the Content in a manner which is not authorised by the Terms, then You must contact Us to seek the necessary consents or licences (which may include further licences from the Suppliers), for which there may be additional Fees.
- j. You agree to notify Us as soon as You suspect any infringement of Our or any of Our Supplier's intellectual property rights and You agree to give Us all reasonably required assistance in pursuing any potential infringement.

3. Intellectual Property and Confidentiality

- a. You acknowledge and agree that all Intellectual Property Rights in Content are and shall continue to be owned by Us or Our Suppliers and nothing in the Agreement shall transfer, assign or grant any rights to You (save for the licence as set out above).
- b. Subject to any use of the Content in accordance with these Terms, You acknowledge and agree that You shall, and shall procure that any person to whom You provide access to the Content shall, treat as strictly private and confidential the Services, the Content and all information which they obtain from the Services and Content. You agree to indemnify Us against all liabilities, damages, penalties, costs, expenses (including legal expenses on an indemnity basis) or other loss suffered or incurred by Us in relation to any breach or alleged breach of this clause 3.b.

4. Termination

a. At any time, We may terminate the Agreement with immediate effect by giving You written notice:

- if You are in breach of the Terms and, if such breach is capable of remedy, You fail to remedy the breach within 30 days of written notice from Us specifying the breach and requiring it to be remedied; and
- ii. if You have a receiver or administrative receiver or administrator appointed over You or any part of Your undertaking or assets or shall pass a resolution for winding up (otherwise than for the purpose of a bona fide scheme of solvent amalgamation or reconstruction) or if a court of competent jurisdiction shall make an order to that effect or if You become subject to an administration order or enter into a voluntary arrangement with Your creditors or shall cease or threaten to cease to carry on business or if You are presented with a bankruptcy petition.
- b. In the event of the termination or expiry of the Agreement:
 - i. You shall, subject to clause 4.b.iii, immediately cease to use the Report and any Content;
 - ii. You shall, subject to clause 4.b.iii, within 30 days of such termination or expiry, destroy all Content in any media which You hold or for which You are responsible and provide, at Our request, a sworn statement by a duly authorised person that You no longer hold such Content;
 - iii. except in the event of termination by Us under clause 4.a, You may retain Content in an archive following expiry of the Agreement for the sole purpose of addressing a complaint or challenge from a regulator or other third party regarding Your use of such Content during the term of the Agreement. Your rights are on condition that: (a) the archive rights do not apply to Content that include third party Intellectual Property Rights (other than Content provided by Ordnance Survey to the extent that the Intellectual Property Rights in such Content retained under this clause 4.b.iii to any regulator or other third party except strictly to the extent necessary for the relevant purpose of addressing a complaint or challenge from a regulator or other third party and in paper or read-only electronic format only; (c) You must store such Content separately from any other data which You hold; and (d) subject to clause 6.a, We shall have no liability for Your use of it following termination or expiry of the Agreement; and
 - iv. the parties shall have no further obligations or rights under the Agreement, without prejudice to those which have accrued to either party prior to termination or expiry save that the "Definitions", clauses 2.c to 2.j (inclusive), this clause 4.b, clauses 5.d, 6, 7, 9, 10 and 11 together with those other clauses the survival of which is necessary for the interpretation or enforcement of the Agreement or which by their nature can be reasonably interpreted as surviving the expiry or termination of the Agreement, shall continue to have effect after such expiry or termination.

5. Payments

- a. An individual or a monthly invoice showing all Orders created by You will be generated subject to these Terms. You will pay the Fees at the rates set out in Our or Our Authorised Reseller's invoice within 30 days of the date of each invoice without deduction, counterclaim or set off. Where Your order comprises a number of Services or severable elements within any one or more Services, any failure by Us or its Authorised Reseller to provide an element or elements of the Services shall not prejudice Our or Our Authorised Reseller's ability to require payment in respect of the Services delivered to You. You acknowledge that time is of the essence with respect to the payment of such invoices.
- b. VAT shall be due in addition to any Fees. You shall pay any other applicable indirect taxes related to Your use of the Services.
- c. Neither We nor any Authorised Reseller shall be required to notify You in advance of any amendment to the Fees and the placing of any further Order for Services shall be deemed acceptance of any revisions to the Fees.
- d. If You fail to pay by the due date any amount due and payable by You under the Agreement, We shall be entitled, but not obliged to, charge You interest on the overdue amount, payable by You immediately on demand, accruing from the due date up to the date of actual payment, after as well as before judgment, at the rate set out in the Late Payment of Commercial Debts (Interest) Act 1998 from time to time and fixed sum compensation under the Late Payment of Commercial Debts Regulations 2002. Such interest shall accrue on a daily basis.

6. Liability

- a. Nothing in these Terms excludes or limits either party's liability for death or personal injury caused by that party's negligence or wilful default or for fraud, and the remainder of this clause 6 is subject to this provision. If You are a Consumer, Your statutory rights (which include, for example, that We will provide the Services to a reasonable standard and within a reasonable time) are not affected by anything in these Terms.
- b. Save as set out in clause 6.a, We shall not be liable to You or to any End User in contract, tort (including negligence) or for breach of statutory duty or in any other way for:
 - any indirect or consequential losses (which includes any loss that could not have been reasonably expected by You and Us at the time of entering into these Terms);

- loss arising from or in connection with loss of revenues, profits, contracts or business or failure to realise anticipated savings; or
 loss of goodwill or reputation.
- c. Save as set out in clause 6.a, Our total liability to You and/or any End User in contract or tort (including negligence) or for breach of statutory duty shall not exceed an amount of ten million pounds (£10,000,000) per claim or series of connected claims.
- d. The Content that Services are based on is derived from third party sources. Therefore, save as set out in clause 6.1 in respect of risk assessments and professional opinions, We do not warrant the accuracy or completeness of any information or Content provided, unless We should reasonably have been alerted to any omission, error or inaccuracy in the Content. Such Content is provided specifically from the sources as described by Us and We do not claim that these represent an exhaustive or comprehensive list of all sources that might be consulted.
- e. You acknowledge and agree that neither You nor any End User shall have any claim or recourse against any Supplier of Third Party Content.
- f. You acknowledge and agree that We do not warrant that the online supply of Content or Services or any internet ordering service will be: uninterrupted or error free or provide any particular facilities or functions; free from defects; free from software viruses; free of error from computer malfunction, inaccurate processing; free from corruption of data whilst geo-coding, processing by computer or electronic means or in the course of transmission; or similar, although We will use reasonable endeavours to correct any such issues within a reasonable period of them becoming known (which may be limited to notifying the relevant Supplier). Time shall not be of the essence in providing the Content or Services.
- g. You acknowledge and agree that no physical inspection of the Property Site reported on is carried out as part of any Services offered by Us and We do not warrant that all land uses or features whether past or current will be identified in the Services. The Services do not include any information relating to the actual state or condition of any Property Site nor should they be used or taken to indicate or exclude actual fitness or unfitness of a Property Site for any particular purpose nor should it be relied upon for determining saleability or value or used as a substitute for any physical investigation or inspection.
- You acknowledge and agree that We will not be held liable in any way if a Report is used otherwise than as provided for in these Terms and/or in the Report.
- i. You acknowledge and agree that the Services have not been prepared to meet Your or anyone else's individual requirements and it is Your responsibility to ensure that the Services ordered are suitable for Your (or the End User's) intended purpose.
- j. You acknowledge and agree that You shall, on receipt of a Report carry out a reasonable inspection to satisfy Yourself that there are no apparent defects or failures with respect to the description and location of the Property Site and shall promptly inform Us if there are any such defects or failures.
- k. All liability for any insurance products purchased by You rests solely with the insurer. We do not endorse any particular product or insurer and no information contained within the Services should be deemed to imply otherwise. You acknowledge that if You Order any such insurance We will deem such as Your consent to forward a copy of the Report to the insurers. Where such policy is purchased, You acknowledge and agree that all liability shall remain with the insurers and that You are entirely responsible for ensuring that the insurance policy offered is suitable for Your needs and should seek independent advice. We do not guarantee that an insurance policy will be available on a Property Site. You acknowledge and agree that all decisions with regard to the offer of insurance policies for any premises will be made solely at the discretion of the insurers and We accept no liability in this regard. The provision of a Report does not constitute any indication by Us that insurance will be available on the Property Site.
- I. We may provide You with professional opinions or a risk assessment in a Report. You acknowledge and agree that We shall carry out (or procure that third parties carry out) such assessment with reasonable skill and care and that We shall be liable where any such risk assessment is carried out negligently. Notwithstanding the foregoing We shall not be liable for any inaccurate statement, opinion or risk rating in a Report which resulted from a reasonable interpretation of the Content.
- m. Neither You, nor any End User or any other person may rely on a Service more than 12 months after it was originally provided.
- You shall use all reasonable endeavours to ensure that End Users acknowledge and agree to the limitations and exclusions of liability set out in this clause 6.

7. Contribution

- Save where expressly provided, this clause 7 shall apply solely to Envirosearch Residential Reports (regardless of the result of such Report). Nothing in this clause 7 shall operate to override or vary the provisions of clause 6.
- b. We are prepared to offer, without any admission or inference of liability, a contribution towards the costs of any remediation works required under a Notice (as defined below) on the terms of this clause 7 ("the Contribution").
- c. In the event that a Remediation Notice is served on the First Purchaser or First Purchaser's Lender of a Property Site under Part IIA of the Environmental Protection Act 1990 ("the Notice") We shall contribute to the cost of such works as either the First Purchaser or First Purchaser's Lender (but not both) are required to carry out under the Notice subject to the provisions of this clause 7 and on the following terms:
 - the Contribution shall only apply to contamination or a pollution incident present or having occurred prior to the date of the Report;
 - the Contribution shall only apply where the Property Site is a single residential dwelling house or a single residential flat within a block of flats. For the avoidance of doubt, this obligation does not apply to any commercial property, nor to any Property Site being developed or redeveloped whether for residential purposes or otherwise;
 - iii. the Contribution is strictly limited to the cost of works at the Property Site and at no other site; and
 - the Contribution will not be paid in respect of any of the following: (1) iv radioactive contamination of whatsoever nature, directly or indirectly caused by or contributed to or arising from ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof; (2) asbestos arising out of or related in any way to asbestos or asbestos-containing materials on or in structures or services serving the structures; (3) naturally occurring materials arising from the presence or required removal of naturally occurring materials except in circumstances where such materials are present in concentrations which are in excess of their natural concentration; (4) intentional non-compliance arising from the intentional disregard of or knowing wilful or deliberate non-compliance by any owner or occupier of the Property Site with any statute, regulation, administrative complaint, notice of violation, or notice letter of any Regulatory Authority; (5) any condition which is known or ought reasonably to have been known to the First Purchaser or the First Purchaser's Lender prior to the purchase of the Report; (6) any condition which is caused by acts of war or an act of terrorism; (7) any property belonging to or in the custody or control of the First Purchaser which does not form a fixed part of the Property Site or the structure; (8) any fines liquidated domages units fines liquidated damages punitive or exemplary damages; (9) any bodily injury including without limitation, death, illness or disease, mental injury, anguish or nervous shock; (10) any financial loss in respect of any loss of any rental, profit, revenue, savings or business or any consequential indirect or economic loss damage or expense including the cost of rent of temporary premises or business interruption; and/or (11) any losses incurred following a material change in use of, alteration or development of the Property Site.
- d. Without prejudice to Your other rights and remedies under the Agreement, the maximum sum that shall be contributed by Us in respect of any Contribution shall be limited to £60,000. In the event that more than one Report is purchased on the Property Site the Contribution will only be payable under the first Report purchased by or on behalf of any First Purchaser or First Purchaser's Lender and no Contribution will be made in respect of subsequent Reports purchased by or on behalf of such First Purchaser's Lender or any person connected to them.
- e. We shall only pay a Contribution where the Notice is served within 36 months of the issue date of the Report.
- f. Any rights to a Contribution under this clause 7 are not assignable in the event of a sale of the Property Site and We shall not make any Contribution after the date of completion of such sale.
- g. In the event the First Purchaser or First Purchaser's Lender wishes to claim any Contribution, it shall notify Us in writing within 3 months of the date of the Notice. The First Purchaser or First Purchaser's Lender (as applicable) shall comply with all Our reasonable requirements with regard to the commission and conduct of the remediation works to be carried out under the Notice, and in the event the First Purchaser or First Purchaser's Lender (as applicable) does not do so, including without limitation, obtaining Our prior written consent to any estimates for such works or complying with any other reasonable request by Us, We shall not be required to pay any Contribution. Notwithstanding the payment of the Contribution by Us the First Purchaser or First Purchaser's Lender as applicable shall take all reasonable steps to mitigate any costs incurred in connection with the conduct of works required under the terms of any Notice.

- h. In the event that the First Purchaser or First Purchaser's Lender receives any communication from a statutory authority to the effect that there is an intent to serve a notice received under Part IIA of the Environmental Protection Act 1990 You shall ensure that they advise Us within a maximum period of two months from receipt of such communication. This clause 7.h and the service of any notice under it shall not affect the provisions of clauses 7.e and 7.g, and any such communications, even if advised to Us will not operate as notice under clause 7.e.
- We reserve the right at any time prior to a claim for Contribution being made in accordance with clause 7.g above, to withdraw the offer of payment of Contributions without further notice.

8. Assignment and Sub-contracting

- a. We shall be entitled to assign or transfer the Agreement as We reasonably see fit.
- b. The Agreement is personal to You. You shall not assign, transfer, sublicence or otherwise deal with any of Your rights and obligations under the Agreement without Our prior written consent.
- c. We may authorise or allow Our contractors and other third parties to provide to Us and/or to You services necessary or related to the Services and to perform Our obligations and exercise Our rights under these Terms, which may include collecting payment on Our behalf.

9. Events Beyond Our Control

a. Neither party to the Agreement shall be liable for any delay or failure to perform their obligations caused by any circumstance beyond their control, and such party shall be entitled to a reasonable extension of time for the performance of such obligation.

10.Complaints and Dispute Resolution

- a. Any complaints in relation to the Services should, in the first instance, be in writing addressed to the Customer Service Support Manager at Our registered office. We will (or Our agents will) respond to any such complaints in writing as soon as practicably possible.
- b If any dispute arises out of or in connection with the Terms of the Agreement or their validity ("Dispute") the parties undertake, subject to clause 10.c, that prior to commencement of court proceedings they will negotiate in good faith to settle such Dispute by mediation in accordance with the Centre for Effective Dispute Resolution Model Mediation Procedure as in force from time to time, which Procedure is deemed to be incorporated by reference into this clause. Unless otherwise agreed between the parties, the mediator will be nominated by the Centre for Effective Dispute Resolution. To initiate the mediation a party shall give notice in writing to the other party to the dispute requesting a mediation. The mediation will start not later than 21 days after the date of service of such notice. If the Dispute has not been resolved to the mutual satisfaction of the parties within 60 days (or such other period as they shall agree) after the date of service of such notice then either party may refer the Dispute to the courts in accordance with clause 11.f.
- c. Clause 10.b shall be without prejudice to the rights of termination stated in clause 4.a and in addition shall not prevent Us from:
 - applying for injunctive relief in the case of: (1) breach or threatened breach of confidentiality; or (2) infringement or threatened infringement of Our or Our Suppliers' intellectual property rights; or
 - ii. pursuing a debt claim for the payment of the Fees.

11.General

- a. If any provision of the Agreement is found by either a court or other competent authority to be void, invalid, illegal or unenforceable, that provision shall be deemed to be deleted from the Agreement and never to have formed part of the Agreement and the remaining provisions shall continue in full force and effect.
- b. No delay, failure or omission on Our, or any Supplier's, part in enforcing, exercising or pursuing any right, power, privilege, claim or remedy conferred by or arising under the Agreement or by law shall be deemed to be or construed as a waiver of that or any other right, power, privilege, claim or remedy, nor shall any single or partial exercise of any such right, power, privilege, claim or remedy preclude the exercise of that or any other right, power, privilege, claim or remedy.
- c. Our privacy policy as displayed on Our Website and updated from time to time governs the use that We shall make of any information provided by You or an End User.

- d. A person who is not a party to any contract made pursuant to these Terms shall have no right under the Contract (Rights of Third Parties) Act 1999 to enforce any terms of the Agreement and We shall not be liable to any such third party in respect of the Products, save that any Supplier may enforce any of these terms and conditions against You in accordance with the Contracts (Rights of Third Parties) Act 1999. Notwithstanding any other provisions of the Agreement, We may rescind or vary the Agreement in accordance with its terms without the consent of the Suppliers and accordingly section 2(1) of the Contracts (Rights of Third Parties) Act 1999 shall not apply.
- e. You shall ensure that each End User complies with and is bound by the Terms and shall procure that We may in Our own right enforce such terms and conditions against the End User pursuant to the Contracts (Rights of Third Parties) Act 1999. You shall be responsible for End User's compliance with the Terms and You shall be liable for all breaches of the Terms by the End Users as if they were breaches by You.
- f. The Agreement and any non-contractual obligations arising out of or in connection with it shall be governed by and construed in accordance with the laws of England and, subject to clause 10.b, each party irrevocably submits to the exclusive jurisdiction of the courts of England and Wales.