

## Terms & Conditions

### T & Cs for the [Food Allergy Aware Certification Scheme](#)

The 'Recipient' is the venue/business applying for the Food Allergy Certification scheme

- 1. Introduction** The Food Allergy Aware Certification Scheme is owned by Food Allergy Aware (FAA), located in Hampshire SO50 8JU.
- 2. Pilot: Currently** this scheme is a pilot and as such is being offered at a discounted rate to a limited number of businesses. Full pricing will apply after 24 months.
- 3. Confidentiality and Collaboration** FAA agrees to maintain the confidentiality of all proprietary information disclosed by the Recipient. FAA will conduct an assessment of the Recipient's current allergen management practices and collaborate with the Recipient to achieve the agreed certification level.
- 4. Fees and Inclusions:** FAA aims to ensure the scheme is accessible to businesses of all sizes. Recognising that a one-size-fits-all approach is not suitable, the scope and duration of each audit will be tailored to the size and complexity of the business.
  - **Initial Audit & Certification Fee:** Starting from £500 per day
  - **Annual Renewal Certification Fee:** based on outlet size

**Example:** A small coffee shop with limited menu options will be at the lower end of the pricing scale, whereas a large institution such as a university with student dining, multiple concessions and conference facilities, will require a more extensive audit and therefore incur higher fees.

**Note:** FAA is not currently a **VAT** Registered Company. Should this change, future invoices will include VAT.

#### **Inclusions:**

- Unannounced audit from year 2
- Customer feedback management

#### **5. Certification Benefits**

- **FREE** Induction training PowerPoint with a workbook (further workbooks available to purchase). Tailored slides can be added to the PowerPoint to personalise by the business (additional hours available 1:1 workshop to tailor slides)
- Up to 2 hours of expert advice throughout certification process
- Menu and labelling guidance (additional fees may apply)
- Advice on allergens beyond the Top 14
- Access to FAA templates and training resources.
- Discounted in-house or online training
- Use of FAA certification logo and online venue register listings
- PR support and promotional opportunities
- Option to participate in case studies and co-branded promotions

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- 6. Certification Process** The certification process includes our participation: timings are estimated based on a SME
- Pre-audit preparation (approx. 2 hours)
  - On-site audit (from 2 hours)
  - Post-audit review and reporting (approx. 1-2 hours)
  - Online results discussion
  - Implementation of required improvements
  - Requested certification grade will not be agreed until the completion of the process
  - Re-audit if major changes are needed – (an hourly rate will apply please refer to contract)
- Certification is awarded based on the [grading criteria](#) listed on the FAA website.
- 7. Use of Certification** Certified venues may use the FAA certification logo on-site and online. Listings will be made on the FAA certified venue register. Announcements of accreditation may be promoted via FAA's social media, partner PR releases, and industry updates.
- 8. Customer Feedback**
- **Positive Feedback:** To be featured on FAA's website. Table card templates with the QR code for customer reviews will be provided for the business to print.
  - **Negative Feedback:** Subject to investigation (an hourly rate will apply refer to contract). If corrective actions are not taken, certification may be suspended or revoked without refund.
- 9. Recipient Responsibilities** By joining the scheme, the Recipient agrees to:
- Notify FAA of any change in management or ownership
  - Cooperate fully with all allergen management audits and feedback processes
  - Implement and maintain allergen controls and document as part of their food allergen policy
  - Implement and maintain training at all levels as laid out in their allergy policy
  - Maintain required documentation and policies
  - Undergo annual reviews
  - Pay annual fees, which cover unannounced audits payable on a standing order 12 weeks prior to renewal date. Set up on confirmation of awarded certification.
  - Pay the cost of a mystery diner visit as and when it occurs. Includes a 2 course meal, with one glass of house wine / beer or soft drink per person for 2 people.
  - Provide 12 weeks written notice for termination. No refunds will be issued once payment is received.
- 10. Amendments and Termination** FAA reserves the right to revise certification criteria and associated fees. Certification may be suspended or revoked if requirements are not met or if non-compliance is identified. Termination requires 12 weeks' written notice.
- 11. Changes to T & Cs:** The Food Allergy Aware Certification Scheme, including its terms, conditions, fees, and criteria, is subject to periodic updates and improvements to reflect best practices and evolving industry standards. It is the responsibility of the Recipient to review the latest terms and certification requirements. All updates will be published on the official FAA website at <https://foodallergyaware.co.uk/terms-and-conditions/> Continued participation in the scheme constitutes acceptance of any revised terms.