



Introduction

For larger or scheduled projects, we apply an initiation fee at the point of booking.

This forms part of a structured approach to managing projects properly - ensuring time, resources, and preparation are in place before work begins.

This document explains what the initiation fee is, why it is required, and how it is handled, including your rights as a customer.

What Is an Initiation Fee?

The initiation fee is the first stage payment of your project.

It is typically applied once:

- The quotation has been accepted
- A start date has been agreed

It forms part of the overall project cost and is not an additional charge.

Why an Initiation Fee Is Required

Electrical projects require preparation before any on-site work begins.

The initiation fee allows us to:

- Secure your project within our schedule
- Allocate time and resources specifically to your job
- Begin pre-project planning and coordination

Without this stage, it would not be possible to commit to project dates with confidence.

A Two-Way Commitment

The initiation fee is not just about securing the customer to the contractor - it works both ways.

Once the initiation fee is received:

- Your project is formally booked and prioritised

- Time is allocated exclusively for your work
- We commit to delivering your project as agreed

This creates a clear, mutual commitment - not a one-sided obligation

What the Initiation Fee Covers

The initiation fee supports all pre-start activities required to deliver your project properly. This may include:

Project Planning:

- Reviewing the agreed scope of works
- Preparing installation approach and sequencing
- Identifying any technical considerations

Scheduling & Resource Allocation:

- Booking project dates
- Allocating labour and time
- Coordinating with any third parties where required

Material Preparation:

- Ordering or reserving key materials
- Preparing equipment required for the project

Pre-Start Communication:

- Final discussions before works commence
- Clarifying any outstanding details
- Confirming access arrangements and logistics

Statutory Cancellation Rights

If you are a **consumer**, you have legal cancellation rights under UK consumer law.

In most cases:

- You have the right to cancel within 14 days of entering into the agreement
- This applies where the contract is agreed off-premises or at a distance

If you choose to cancel within this period:

- You may be entitled to a refund
- Where work or preparation has already begun, a reasonable charge may apply

Full details of your statutory rights, including how to cancel, are set out in our **Terms & Conditions**.

If Circumstances Change

Our aim is always to proceed with projects as planned.

In the unlikely event that circumstances change and a project needs to be cancelled, we operate a clear and structured refund policy.

View Our **Cancellation & Refund Policy**

This document explains:

- How refunds are assessed
- How project stage affects retained amounts
- How we ensure all charges remain fair and proportionate

Relationship to the Overall Project Cost

The initiation fee:

- Is included within the total quoted price
- Is typically structured as the first stage of a staged payment plan
- Will be clearly shown within your Payment Schedule & Record

It does not represent an additional or separate charge.

Payment Schedule & Project Tracking

All payments, including the initiation fee, are clearly structured and recorded throughout your project.

We provide a Payment Schedule & Record which outlines:

- The staged payment structure
- What each payment relates to
- A clear record of payments made and remaining balances

View Example **Payment Schedule & Record**

This document is also where any variations to the agreed scope of works are formally recorded and tracked, ensuring all changes are clearly documented and agreed.

This ensures full visibility throughout your project - so you always know where you stand.

Important Notes

- Project dates are not secured until the initiation fee is received
- Delays in payment may affect availability or scheduling
- All stage payments are outlined clearly before work begins

Summary

The initiation fee is a standard and necessary part of delivering a well-managed electrical project.

It allows:

- Proper planning
- Clear scheduling
- Efficient delivery from the outset

This structured approach ensures your project runs smoothly, with clear communication and no uncertainty from start to completion.

Contact

If you have any questions about the initiation fee or your project, feel free to get in touch.

Contact Mashworth Services