



## A guide to Regulation 13 – Notification of charges and the terms of offers

Requirement	What this means
<b>The amount or method of calculation of the fee</b>	Explain exactly how much the work-seeker will be charged for the services or goods you are arranging or providing. Where an exact fee is not known, you should detail the calculation of the fee.
<b>The identity of the person to whom the fee is payable or will be payable</b>	Who the work-seeker will pay the fee to. This may be your business or a third party.
<b>A description of the services or goods to which the fee relates</b>	Details regarding the services or goods that the work-seeker is paying for. You should provide as much information as possible.
<b>A statement of the work-seeker's right to cancel or withdraw from the service</b>	Explain whether the work-seeker has the right to cancel or withdraw from the service (provided by you) for which they are paying a fee.
<b>The notice period to cancel or withdraw</b>	<p>Detail how much notice you expect the work-seeker to give you when cancelling or withdrawing from the service you are providing.</p> <p>You should note that in accordance with Regulation 5 – <b>Restriction on requiring work-seekers to use additional services</b> you cannot request that the work-seeker gives the provider of services any more notice than five business days or, for services relating to the provision of living accommodation, notice of 10 business days.</p>
<b>Refunds or rebates payable to the work-seeker</b>	Details regarding the scale of any refunds or rebates, and if no refunds or rebates are payable, a statement to that effect.

This document is intended to be brief guidance to your interactions with work-seekers and should not be taken as an authoritative statement on the law. It is intended to provide an overview of your obligations in line with Regulation 13 of the Conduct of Employment Agencies and Employment Businesses Regulations 2003 (as amended). It is your responsibility to complete the document correctly. For advice, please contact the Employment Agency Standards Inspectorate at [eas@beis.gov.uk](mailto: eas@beis.gov.uk) or visit the website at [www.gov.uk/government/organisations/employment-agency-standards-inspectorate](http://www.gov.uk/government/organisations/employment-agency-standards-inspectorate)