Terms and Conditions - Standard

Updated March 2026

These terms explain how Pathways issues invoices, how payments must be made, and what happens if payments are late or overdue. By entering into an agreement with Pathways for services, you agree to follow these terms.

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1. Payment Obligations

All invoices must be paid **within 14 days** of the date shown at the top of the invoice. Payment is considered due on the date shown on the invoice, not the date you receive it.

If a Purchase Order **is required** ahead of an invoice, please let us know. Please complete this Formal Quote Information Request form to ensure the most accurate information is gathered.

If a Purchase Order **is not required,** please complete this Invoice Information Request form to ensure the most accurate information to facilitate this.

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2. How to Pay

You can pay your invoice using any of the following methods:

- **BACS transfer**
  Sort code: 08-92-99

Account number: 63185551
Account name: Pathways Associates CIC
VAT Registration Number: GB944243231

If you need help with payment, email **finance@pathwaysassociates.co.uk**.

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3. Late Payments

If payment is not received by the due date:

- A **£25 late payment fee** will be added to your account.
- Statutory interest may also be charged at **8% above the Bank of England base rate**, calculated daily and compounded monthly.

These charges apply automatically once an invoice becomes overdue.

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4. Non-Payment and Default

If you do not pay an invoice after reminders and reasonable attempts to resolve the issue, Pathways may:

- Begin formal debt recovery action
- Recover the full outstanding balance
- Recover any additional costs, including legal fees

This action may also affect your ability to access future services.

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5. Communication and Queries

If you believe an invoice is incorrect or you need clarification, you must contact Pathways **as soon as possible** using:

- Email: **finance@pathwaysassociates.co.uk**

- Phone: **01254 790 220**

Raising a query does **not** pause the payment deadline unless Pathways confirms this in writing.

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6. Updates to These Terms

These terms may be updated periodically to reflect changes in law, financial regulations, or organisational policy. The version in force at the time of invoicing will apply.