



## Code of Practice & Mediation Service

Member companies of the SPE commit themselves to maintain a high standard of quality and service to purchasers of sports and fitness equipment and services.

In achieving membership of SPE, companies have to meet the required standards of experience, proficiency and commercial experience. In addition, Member Companies are required to act in a professional manner and show a high level of operational competence. Thereafter, as members they are bound by the FSPA Regulations and this Mediation Service, all intended to maintain a high and improving standard of performance by its members.

Purchasers of goods and services from Member Companies, who feel that the Member Company in question has fallen below the standard, are invited to submit details to the Chairman of the Association. Member Companies who are shown to persist in practices which the SPE find unacceptable or fail to maintain proper standards of quality and performance will be liable to expulsion.

SPE maintains a Mediation Panel to assist in the settlement of disputes between its Member Companies and their clients. Member Companies may elect to submit details of disputes in which they are involved to the Mediation Panel and by so doing commit themselves to being bound by the findings of the Panel.

The Mediation service is normally restricted to the technical rather than contractual aspects of the dispute.

A dissatisfied purchaser who cannot resolve a dispute with a member may submit details to the Panel which will have the power to invite the Member Company also to submit details and to consider all circumstances and make an appropriate ruling.

Enquiries and submissions should be directed in the first instance to the Secretary of the Mediation Panel, Sports PE, Federation House, Upper Floor, Unit 64, Sixth Street, Stoneleigh Park, Kenilworth, Warwickshire, CV8 2LG.

To qualify for membership of SPE, companies are required to furnish evidence at the time they apply to join the SPE that they have appropriate insurance cover (being minimum £2 million on any one claim, Product and Public Liability), are registered for VAT and can provide tax exemption certificates where appropriate.

Member Companies readily endorse and affirm their responsibility to their clients under current legislation.

Member Companies who breach aspects of the Mediation Service will be referred to the Association. Breaches of the Mediation Service will result in disciplinary action being taken. A Member Company committing a serious breach will be liable to expulsion from The Association.

---

We hereby confirm that we have read & understood the above Mediation Service and agree to abide by it.

**Printed Name** ..... **Company** .....

**Signature** ..... Director / Proprietor **Date** .....