



PERSONAL DOSIMETRY SERVICE – TERMS AND CONDITIONS

UK Health Security Agency (“UKHSA”) provides its personal dosimetry service under the following terms and conditions:

- 1 Requests for the service must be on an official order form or, if not appropriate, the official notepaper of the organisation or person responsible for the payment of the service. Such orders must clearly state:
 - (a) the customer reference number(s) (if already allocated);
 - (b) total number of persons to be monitored;
 - (c) type of monitoring requirement (e.g. Thermoluminescent dosimeter [TLD] or PADC Neutron etc, - ask your RPA for advice if unsure of your specific requirements);
 - (d) the frequency at which dosimeters should be exchanged;
 - (e) the duration of the order, being the total period during which dosimeters issued by UKHSA are to be worn, subject to a maximum of 52 weeks. Please note that all weekly wear periods must start on a Monday, ending on a Sunday, and that the duration of the order must be exactly divisible by the interval between the exchanges of dosimeters. Calendar wear periods can start on any day;
 - (f) the delivery address for dosimeters;
 - (g) the address to which dose reports should be sent if different from (f) above;
 - (h) please note that "call off" orders, i.e. orders specifying varying quantities for each wear period, cannot be accepted.
- 2 Customers should ensure that orders, whether for a new service or renewal of an existing service, reach UKHSA at least 3 weeks before the service is required to commence i.e. the first day of the first wear period. Orders arriving later than this may result in delays to the first issue of dosimeters. An emergency service is offered, subject to the availability of dosimeters, by which dosimeters are sent by first class post within 24 hours of acceptance of the order. A higher charge is levied for this service.
- 3 A charge is levied on each order, specifically defined as the delivery of a single type of dosimeter to a single address for a specific period. Each combination of dosimeter type, delivery address and specified period will be treated as a separate order.
- 4 Amendment to existing orders will be treated as a separate order.

- 5 Established customers will receive an invoice prior to commencement of the service which is payable within 30 days. Other customers, without an account, are supplied on a pre-payment basis, a proforma invoice being sent after receipt of a formal order. The service for these customers will commence approximately 3 weeks after receipt of payment.
- 6 Where an order is reduced by a customer, credit for the reduced demand will be given, subject to the minimum order charge, to be offset against future orders placed with UKHSA.
- 7 (a) All dosimeters are issued to customers on loan and remain the property of UKHSA. UKHSA reserves the right to charge for dosimeters lost or damaged whilst in the customer's care, at the rates shown in the current Personal Dosimetry Service pricelist. A dosimeter will be defined as "lost" if the customer fails to return the dosimeter within three months of the end of the wearing period. Any non-delivery of dosimeters must be reported, in writing, within 7 days of their start of wearing date. UKHSA reserves the right not to enter into any correspondence if non-deliveries are reported outside this period.

(b) Dosimeters are supplied on the express understanding that they are not for resale, either directly or indirectly, or for issue at a premium rate. Customers who act as an agent for others, in whatever capacity, should notify UKHSA of their respective agreements and prices prior to the commencement of the service.
- 8 All orders will be charged at the prices prevailing at the date of commencement of the service. Increases in an order will be treated and charged as if a new order; decreases in the order will be credited at the rates prevailing at the commencement of the order and are subject to the minimum order charge.
- 9 UKHSA shall not be liable for failure to supply its services directly or indirectly caused by force majeure which includes Acts of God, fire, war, embargoes, strikes, shortage of labour and any other occurrence (whether or not similar in nature to these specified) beyond the control of UKHSA. UKHSA agrees to perform and the customer agrees to accept the resumptions of the service whenever such causes of delay have been remedied.
- 10 A Dose Record Keeping Service is available for use of UKHSA's dosimeters. An initial registration fee is levied for each dosimeter wearer for whom record keeping is required. The registration fee once paid covers the "registered" person for a period of at least 12 months provided she or he remains in the service of the same employer. Thereafter an annual renewal fee will be charged. A transfer of a "registered" person from the service of one employer to another would require the new employer to complete a registration application form and pay the appropriate fee if the record keeping service is required to continue.
- 11 A Dose Record Keeping Service is also available for customers who are not using UKHSA dosimeters. The registration fee is paid at the start of the service for the maintenance of dose records for one year. If the service be required after this initial year a subsequent annual charge will be made. As in paragraph 10 the records will be maintained so long as the registered person remains in the service of the same employer. A transfer of a registered person from the service of one employer to another will require another fee, payable by the new employer, if the record keeping service is required to continue.
- 12 Registration is effected by the completion of a Registration Form (obtainable on request or via our web site) for each individual for whom the service is required. The completed form should be returned to Customer Services. An invoice to cover this service will be raised at the end of the month following receipt of the application, and is due for payment within 30 days.

Failure to pay invoices within the time allowed (30 days) may result in termination of the registration.

Annual renewal fees will be invoiced at the time of dosimeter order renewal and charged on the basis of employees actively registered for 12 months or more at that date.

- 13 UKHSA can supply Radiation Passbooks where required in accordance with The Ionising Radiation (Outside Workers) Regulations 2017. These passbooks are available from UKHSA as the Responsible ADS and may be obtained by completion of an order form which is available on request and via our web site. An invoice to cover this service will be raised at the end of the month following receipt of the application and is due for payment within 30 days.
- 14 All services and any dispute or claim arising out of or in connection with them or their subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of England and Wales.
The Parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with the services or their subject matter or formation (including non-contractual disputes or claims).
- 15 For all queries relating to this service please use the following contacts:
Tel: 01235 825240
E-mail: personaldosimetry@phe.gov.uk

For general enquiries regarding interpretation of the Ionising Radiations Regulations 2017 please contact your Radiation Protection Adviser.

Web site: <https://www.ukhsa-protectionservices.org.uk/pds>