Close Protection Bodyguards

Referrer terms

For businesses that refer their clients to Close Protection Bodyguards.

These terms apply between Next Era Digital Limited (company number 17588542), trading as Close Protection Bodyguards, of 124 City Road, London EC1V 2NX. Email hello@closeprotectionbodyguards.co.uk (**we**, **us**) and the business that accepts them when it opens a referrer account on closeprotectionbodyguards.co.uk (**you**). They are written in plain English. Opening an account and ticking the box that says you accept them counts as your signature.

1. What this is

1.1 You can refer your own clients and customers who need close protection. We introduce each of them to one provider on our panel. Every provider on the panel holds an SIA licence for close protection, which we check on the SIA's public register, and has shown us its insurance.

1.2 We are an introduction service, not a security company. Neither of us supplies security officers or gives security advice. Nothing here is exclusive, and neither of us promises the other any amount of business.

1.3 Referrers are businesses such as concierges and lifestyle managers, event planners and venues, chauffeur and executive car firms, travel agents and private aviation firms, hotels, talent, PR and management agencies, family offices and wealth managers, solicitors and estate agents.

2. How you refer someone

2.1 Give the person your referral link, or enter their details in your account. Enter someone's details only when they have clearly agreed to you passing them to us for an introduction to a close protection provider.

2.2 Refer only people who are already your clients or customers, or who have asked you for help finding security. Do not cold call, and do not make any other unsolicited approach to members of the public, to find people to refer.

2.3 The person is free to use any provider, or none. Do not make using a panel provider a condition of your own service or price, and do not put pressure on anyone to use one.

2.4 Describe us accurately. Do not say that we are a security company, do not give security advice, and do not promise any result.

2.5 Do not refer anyone who needs protection outside the United Kingdom, or any of the work listed at the end of these terms. If someone is in danger now, tell them to call 999 instead of referring them.

3. Keep it confidential

3.1 A person who asks for protection may be at real risk. Keep the fact that they asked, and anything you know about their request, confidential. Share it with nobody except us, unless the law requires you to or they agree.

4. Tell your client about your fee

4.1 Before you refer someone, tell them in writing that you will receive a fee if they book the provider, and how much it is.

4.2 If your business is regulated or belongs to a professional body or redress scheme, follow its rules on referral fees. Those rules apply to you whatever these terms say.

4.3 We also tell the client in writing that a referrer may be paid, before we pass their details to a provider, and the provider tells them again when they book.

5. Your fee

5.1 You earn 10% of the fees the client pays the provider for close protection and security services booked within 12 months of the introduction, not counting VAT and expenses the provider passes on at cost.

5.2 The rate shown in your account is the one that applies to your referrals. We can change it for future referrals by giving you 30 days' notice by email.

5.3 We pay you. When the client pays the provider by card through our platform, your fee is taken off that payment with ours and comes to us. We pay you by bank transfer by the end of the month after the month in which the client paid. Your account shows each fee as due and then as paid. Send us your bank details, and if you are registered for VAT, a VAT invoice, and we add VAT.

5.4 Where the client pays the provider some other way, such as by bank transfer, we invoice the provider for your fee and pay you within 14 days of the provider paying us. We do not guarantee a provider's payment, but we will chase it.

5.5 No fee is earned where the client does not book the provider or does not pay it, where the work turns out to be of a kind we do not introduce, or where the referral was made in breach of these terms. The referrer who earns the fee is the one recorded on the request.

5.6 If the provider refunds the client, or loses a card chargeback, your fee on the amount refunded is reduced to match. If we have already paid it, the difference comes off your next fee.

6. What you can see

6.1 Your account shows that each referral exists and the stage it has reached. It never shows what the client told us or the provider about their request.

7. Personal data

7.1 Each of us is an independent controller of the personal data it holds, and each of us complies with UK data protection law. Give us only the details needed to make the introduction.

8. Changes and ending

8.1 Either of us can end this arrangement at any time by email. Referrals you made before it ended still earn their fee.

8.2 We can close your account at once if you break these terms, or if a regulator, redress scheme or professional body takes action against you. Tell us promptly if one does.

8.3 We can change these terms by giving you 30 days' notice by email. If you carry on referring after that, the new terms apply to the new referrals.

9. General

9.1 We are independent businesses. You are not our partner, employee or agent, and neither of us can bind the other.

9.2 Neither of us is liable to the other for loss of profit or for indirect loss. Apart from that, the most either of us can owe the other in any 12 months is the higher of £5,000 and the fees you earned in those 12 months. Nothing here limits liability for fraud, for death or personal injury caused by negligence, or for anything else the law does not allow to be limited.

9.3 These terms are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction over any dispute about them.

Work we do not introduce

- Emergencies, where someone is in danger now. They are told to call 999.
- Armed protection, or any protection in which an officer would carry a weapon, in the UK.
- Evictions, and removing anyone from a property.
- Collecting debts, or pressing anyone to pay money.
- Following, watching, photographing or tracing another person.
- Confronting, threatening or warning anyone off, or removing anyone, for the client.
- Protection for anyone avoiding arrest, bail conditions or a court order.