



Provision of Services Regulations

The following information is given in accordance with our obligations under the Provision of Services Regulations 2009.

Name:	Robinson & Hall LLP
Legal Status:	A limited liability partnership registered in England & Wales
Trading Names:	Robinson & Hall Auction House Robinson & Hall
Services:	Details of our services can be found at www.robinsonandhall.co.uk
Registered office:	118 Bromham Road, Bedford, MK40 2QN
Email:	bedford@robinsonandhall.co.uk
Telephone:	01234 352201
Public Registers:	Details about the limited liability partnership registration can be viewed at www.companieshouse.gov.uk under company number OC310546.
VAT Number:	GB196488011
General terms and conditions:	A letter of engagement accompanied by our standard terms and conditions will be provided to the client at the commencement of any engagement to which they apply.
Applicable law:	Unless otherwise agreed, English law, with the English Courts having exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.
Insurance:	Our professional indemnity insurance is arranged by Howden Insurance Brokers Limited of One Creechurch Place, London, EC3A 5AF. The policy complies with the requirements of the RICS.
Regulation:	We are members of the Royal Institution of Chartered Surveyors (RICS) under registration number 016179. We are authorised and regulated by the Financial Conduct Authority under registration number 713736.
Complaints:	We operate a formal procedure to deal with complaints from clients and others approved by the RICS. Details of this procedure are available at www.robinsonandhall.co.uk/corporate . We are members of the Property Redress Scheme, which provides for the resolution of consumer complaints relating to Residential Sales, Residential Lettings or Property Management that are not satisfactorily resolved between the parties. The Property Redress Scheme website is www.theprs.co.uk . The Centre for Effective Dispute Resolution (CEDR) is available for complaints relating to other services. The CEDR website is www.cedr.com/consumer/rics . For matters regulated by the FCA you may refer to the Financial Ombudsman Service at www.financial-ombudsman.org.uk .