



## Provision of Services Regulations

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

<b>Name:</b>	Robinson & Hall LLP
<b>Legal Status:</b>	A limited liability partnership registered in England & Wales
<b>Trading Names:</b>	Robinson & Hall Auction House Robinson & Hall
<b>Services:</b>	Details of our services can be found at <a href="http://www.robinsonandhall.co.uk">www.robinsonandhall.co.uk</a>
<b>Registered office:</b>	Unit 1, Highfield Court, Highfield Road, Oakley, Bedford, MK43 7TA
<b>Email:</b>	<a href="mailto:bedford@robinsonandhall.co.uk">bedford@robinsonandhall.co.uk</a>
<b>Telephone:</b>	01234 352201
<b>Public Registers:</b>	Details about the limited liability partnership registration can be viewed at <a href="http://www.companieshouse.gov.uk">www.companieshouse.gov.uk</a> under company number OC310546.
<b>VAT Number:</b>	GB196488011
<b>General terms and conditions:</b>	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.
<b>Applicable law:</b>	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.
<b>Insurance:</b>	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.
<b>Regulation:</b>	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.
<b>Complaints:</b>	We operate a formal procedure to deal with complaints from clients and others approved by the RICS. Details of this procedure are available at <a href="http://www.robinsonandhall.co.uk/corporate">www.robinsonandhall.co.uk/corporate</a> . 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 <a href="http://www.theprs.co.uk">www.theprs.co.uk</a> . The Centre for Effective Dispute Resolution (CEDR) is available for complaints relating to other services. The CEDR website is <a href="http://www.cedr.com/consumer/rics">www.cedr.com/consumer/rics</a> . For matters regulated by the FCA you may refer to the Financial Ombudsman Service at <a href="http://www.financial-ombudsman.org.uk">www.financial-ombudsman.org.uk</a> .