



TERMS AND CONDITIONS

British Polygraph Testing

Registered office: C/O Ridgell & Guildway Accountants Ltd 3 Guild Way, South Woodham Ferrers, Chelmsford, England, CM3 5TG

Effective Date: 12th September 2025

These Terms and Conditions ("Terms") govern the provision of polygraph and lie detection services by British Polygraph Testing ("BPT", "we", "us", "our") to the booking party and examination participant ("you", "your", "client", "examinee").

By booking our services, you acknowledge that you have read, understood, and agree to be bound by these Terms.

1. SERVICE AVAILABILITY AND COVERAGE

1.1 UK Operations BPT operates throughout the United Kingdom from our head office in Essex. We provide short-notice examinations in all major UK cities, available 6 days per week.

1.2 International Services We offer polygraph examination services internationally on a case-by-case basis. International bookings require:

- Separate quotation (details and prices available upon request)
- Additional terms specific to destination requirements
- Extended booking lead times for logistics

- Compliance with local laws and regulations

1.3 Service Types We offer two primary lie detection methods:

- **Traditional Polygraph Testing** - comprehensive examination using computerised equipment
- **EyeDetect Technology** - from as little as 30-minute eye-tracking analysis.

1.4 Specialist Areas Our services cover: Infidelity, Fraud, Theft, False Accusations, Sexual Abuse, and Integrity Screening for employment purposes.

2. BOOKING AND CONSENT

2.1 Booking Authority You confirm that you are authorised to book this examination and have obtained informed consent from all participants. All examinees must receive and understand these Terms in their entirety.

2.2 Age Requirements All booking parties and examinees must be at least 18 years of age. Valid government-issued photo identification is required at examination.

2.3 Health and Safety Prerequisites The examinee must not:

- Have consumed alcohol or non-prescribed substances within 24 hours of examination
- Be pregnant or have given birth within the preceding 4 weeks
- Have untreated heart conditions, uncontrolled blood pressure, or use a pacemaker without medical clearance

2.4 Examination Preparation By booking, you acknowledge and agree that:

- **The examinee should wear thin layers of clothing for comfort during sensor attachment**
- No waiting room facilities are available at our premises
- Maximum 2 people may attend the pre-test consultation
- Only the examinee may be present during the actual examination
- Accompanying persons must wait in their vehicle outside the offices
- Failure to comply with attendance restrictions will result in examination cancellation with all fees retained

2.5 Zero Tolerance Policy BPT operates a **zero tolerance policy** regarding abusive behaviour towards our staff. This applies to:

- All telephone communications during booking or enquiry processes
- All interactions with staff present at our offices
- Any form of verbal, physical, or threatening behaviour

Violation of this policy will result in:

- Immediate termination of services
- All fees paid will be retained
- Permanent ban from rebooking our services
- Potential reporting to Police where appropriate

2.6 Availability

- **Operating Hours:** 6 days per week, calls accepted 8am-10pm
 - **Short Notice:** Examinations available at short notice subject to examiner availability
 - **Contact:** 0203 488 2979 for bookings and consultations
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3. EXAMINATION PROCEDURES

3.1 Pre-Examination Requirements

- Arrive 15 minutes before scheduled appointment
- Bring valid government-issued photo identification
- **Wear thin layers of clothing for comfort during the examination (sensors will be attached)**

3.2 Attendance Policy Pre-Test Consultation:

- Maximum of 2 people permitted during pre-test consultation
- Exceeding this limit will result in immediate cancellation of the examination
- All fees paid will be retained and the option to rebook will be withdrawn

During Examination:

- Only the examinee is permitted in the examination room
- No waiting room facilities are available at our premises
- Any accompanying persons must wait in their vehicle outside the offices until the examination is completed
- We generally allow 2 hours for tests, however every case is treated on its own merit and set of individual circumstances. Therefore, please allow for tests that

may overrun or take longer due to circumstances beyond our control. For polygraphs allow a maximum of 4 hours for your test.

3.3 Examination Standards

- All examinations conducted by Paul Bramley (APA & BPA accredited)
- Only factual, close-ended questions relating to specific issues
- **This is a single issue test**
- Questions about beliefs, opinions, or future intentions cannot be accommodated
- Latest computerised equipment and techniques utilised

3.4 Test Options Traditional Polygraph:

- Comprehensive examination using advanced computerised equipment
- Detailed analysis combining physiological responses
- **Written report provided within 48 hours**

EyeDetect:

- From as little as 30-minute examination measuring eye responses
- Ideal for pre-screening and quick assessments
- Results available same day

3.5 Venue Requirements Our Facilities: Professional, controlled environment ensuring accuracy

3.6 Professional Conduct Standards Examination will be terminated immediately with no refund and permanent service ban for:

- **Any form of abusive behaviour towards telephone or office staff**
- Abuse, aggression, or threatening behaviour during examinations
- Attempted bribery or criminal activity exposure
- Countermeasures (one warning given)
- Lateness exceeding 15 minutes
- Exceeding attendance limits during pre-test consultation
- Unauthorised persons attempting to remain on premises during examination

Zero Tolerance Enforcement: We reserve the right to:

- Record telephone calls for training and security purposes
- Refuse service to individuals with a history of abusive behaviour
- Share information about banned individuals across our network
- Involve Police where threats or criminal behaviour occur

3.7 Mandatory Reporting We are legally obligated to report suspected domestic violence and other criminal activities to Police in accordance with local laws.

3.8 Results and Reporting

- **All polygraph examinations are recorded by the examiner to ensure quality standards are upheld**
 - **Copies of the video are not included as part of the test fee. However you may be able to obtain a copy of the video if discussed with the examiner. A fee will be payable for this**
 - Written reports will be emailed confidentially to the booking party within 48 hours (UK) or as specified for international services
 - Verbal results may be provided on the day at the examiner's discretion
 - All examination materials remain our intellectual property
 - All enquiries handled compassionately and in strictest confidence
 - Results shared only with authorised booking party unless legally required to disclose information to Police
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4. PAYMENT TERMS AND PRICING

4.1 UK Services - Standard Pricing

- **Initial Payment:** 50% non-refundable booking fee upon confirmation
- **Final Payment:** Remaining 50% due at least 2 working days prior to the test taking place

4.2 International Services - Custom Pricing

- Pricing provided upon request based on location, logistics, and local requirements
- May include additional costs for travel, accommodation, equipment transport, and local permits
- Payment terms will be specified in your custom quotation
- Currency and payment methods may vary by location
- Test date should take place no less than 2 working days from the time that payment clears in our bank account.

4.3 Payment Processing

- Full payment required for bookings with less than 2 working days notice

- By proceeding, you confirm you are the authorised cardholder
- Unauthorised transactions constitute fraud, for which we accept no liability

4.4 Cancellation Policy UK Services:

- **2 working days+ Notice:** Non-refundable fee may be transferred to new appointment
- **Less than 2 working days notice:** All fees retained, will need to book a new appointment at full cost.
- **No-Show:** All fees forfeited
- **There is no 14-day cooling off period or cancellation refund available. At the time of booking you are agreeing to blocking out the examiner's time and therefore preventing anybody else from selecting that appointment.**

International Services:

- Cancellation terms specified in custom quotation
- May include non-recoverable travel and logistics costs

4.5 Payment Finality All payments are final and supersede any bank or credit card company terms, including chargeback policies.

5. DATA PROTECTION AND CONFIDENTIALITY

5.1 Data Ownership All examination data, recordings, charts, video recordings, and documentation remain our property and are handled in accordance with:

- UK GDPR and Data Protection Act 2018 (primary compliance)
- Local data protection laws where examinations are conducted internationally

5.2 Cross-Border Data Transfer For international services, data may be transferred between jurisdictions in accordance with applicable data protection laws and appropriate safeguards.

5.3 Data Retention Examination records retained for quality assurance and legal compliance as required by our professional associations (APA/BPA).

5.4 Confidentiality Results are shared only with the authorised booking party unless legally required to disclose information to Police.

6. FORCE MAJEURE AND INTERNATIONAL CONSIDERATIONS

6.1 Events Beyond Our Control We are not liable for delays or failures caused by circumstances beyond our reasonable control, including:

- Travel restrictions, visa delays, or border controls
- International political instability or diplomatic issues
- Currency fluctuations affecting international bookings
- Local regulatory changes affecting polygraph services
- Natural disasters, industrial action, civil commotion, riot, invasion
- Terrorist attack or threat of terrorist attack
- War, declared or not
- Fire, explosion, or acts of God
- Equipment failure or IT device malfunction
- Bad health of examiner or examinee
- Inaccessibility of controlled office environment

6.2 Force Majeure Procedures If such events occur, we will:

- Contact you as soon as possible to notify you
- Suspend affected obligations
- Reschedule within 10 working days where possible (UK services)
- For international services, reschedule as mutually agreed
- Retain your non-refundable fee for the new appointment

6.3 International Service Limitations Some countries may have restrictions on polygraph examinations. We will advise of any known limitations during the quotation process, but clients are responsible for ensuring local legal compliance.

7. LIABILITY AND DISCLAIMERS

7.1 Professional Standards Principal examiner Paul Bramley is:

- Full member of American Polygraph Association (APA)
- Full member of British Polygraph Association (BPA)
- Maintains distinguished reputation with TV and radio appearances

7.2 Service Limitations Polygraph examinations are investigative tools and results should not be considered definitive proof. Legal admissibility varies by jurisdiction.

7.3 Limitation of Liability Our total liability is limited to the fees paid for services. We exclude liability for indirect, consequential, or punitive damages.

7.4 International Services Disclaimer For international examinations, we cannot guarantee compliance with all local legal requirements and recommend clients seek local legal advice regarding admissibility and procedural requirements.

8. GENERAL PROVISIONS

8.1 Entire Agreement These Terms constitute the complete agreement between parties and supersede all prior negotiations or agreements.

8.2 Governing Law These Terms are governed by English law. For international services, additional local law considerations may apply as specified in custom quotations.

8.3 Severability If any provision is deemed invalid, the remaining Terms remain enforceable.

8.4 Amendment We reserve the right to update these Terms with reasonable notice. Continued use of our services constitutes acceptance of revised Terms.

8.5 Contact Information Head Office: Office 12b, Fanton Hall (Off Arterial Road), Wickford, Essex SS12 9JF **Phone:**0203 488 2979 (8am-10pm, 6 days per week)
Email: info@britishpolygraphtesting.com **International Enquiries:** Mark subject line "International Service Request"

Professional Standards Notice: All telephone calls may be recorded for training and security purposes. We maintain a zero tolerance policy for abusive behaviour and reserve the right to terminate calls and refuse service.

By proceeding with your booking, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.

