



Website Terms & Conditions

Regulatory information

The British Limousin Cattle Society Ltd (“BLCS”) is a company limited by guarantee. Registered No. 00989511 (England & Wales). Charity Registration No. 262966.

Registered Office: 17 Waterloo Place, Warwick Street, Royal Leamington Spa, Warwickshire CV32 5LA.

Terms of use of website

By accessing and using this website you on your own behalf and on behalf of anyone you represent, are agreeing to the following terms and conditions which apply to that access and use:

Amendments to Terms and Conditions

We reserve the right to amend these Terms and Conditions at any time by amendment to the version posted on the website and any subsequent use by you of the website will be taken as acceptance by you of the Terms and Conditions in their amended state.

Your access

You may only access this website for your own use. You may not exploit any part of this website, or any information or documentation contained on it commercially.

Disclaimer

You agree that your use of this website shall be subject to the disclaimer in this part of this site, which is incorporated into the terms of this agreement

Copyright

All of the materials on this website are, unless otherwise stated, subject to copyright, either of BLCS or of suppliers to BLCS. No material on this website may be used without the written consent of BLCS, save that you may make copies of individual items (but not substantial parts of the website) for personal use, and provide copies to others for similar use. If you provide any copy to a third party you must also provide that person with a copy of this copyright notice.

You may not vary any material that you copy, and any copyright notice in any item must remain, without alteration.



Software

You must not, without our prior consent, download, copy, modify, distribute or decompile any of the software that operates this website, which is owned by either us or our suppliers.

Restricted Areas

Certain parts of this website may only be accessed with specific authorisation from BLCS. The content of such restricted areas is confidential. If you think you have unauthorised access to any part of the site please leave that part immediately and advise us via the 'Contact Us' details at the end of this notice. In particular, you must not download, copy, distribute or use any documents or files hosted in a restricted area unless you hold written confirmation from BLCS that you are authorised to do so.

If you have been given password access to a restricted area you must not allow anyone else to use your password. If you think that anyone else has obtained your password you must notify us immediately by e-mail at info@limousin.co.uk.

Documentation and Files sent to us

You agree that:

1. you will virus-check any file or document that you intend sending to us via this website and that you must not send any file or document to us that you know contains, or believe may contain a virus; and
2. you will not send us, via this website, any document or file that you are not legally entitled to send to us without restriction.

Changes

We may at any time:

1. close or modify this website; or
2. vary or amend these terms and conditions (in which case any change shall take effect upon being posted to this website).

Links

Electronic links may be freely made to this website.

Severance

If any term of this agreement (including any disclaimer) is, or becomes illegal, invalid or unenforceable in any jurisdiction, that shall not affect:

1. the legality, validity or enforceability in that jurisdiction of any other term of this agreement (or of such disclaimer);
2. the legality, validity or enforceability in other jurisdictions of that, or any other provision of this agreement (or such disclaimer).



Law and Jurisdiction

Any dispute in relation to this website shall be governed by English law and you submit to the exclusive jurisdiction of the English courts for the determination of any such dispute.

Complaints Policy

BLCS is committed to providing a high-quality service that deals with all members fairly and consistently. We acknowledge that, despite our best endeavours, we may not always get it right so if something has gone wrong, we need you to tell us as soon as possible.

Making a complaint will not affect how we handle your case and we will not charge you a fee for dealing with your complaint. Please note, however, that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

How do I make a complaint?

In the first instance, it may be helpful to contact the team member who is working on your issue to discuss your concerns, and we will do our best to resolve it at this stage.

If you would like to raise a formal complaint about the service you have received from us, you can contact our Chief Executive who can be contacted in the following ways:

- by calling 02476 696500
- by email to paul@limousin.co.uk
- by post to Mr P Rainey, The British Limousin Cattle Society Ltd, 17 Waterloo Place, Warwick Street. Royal Leamington Spa, Warwickshire CV32 5LA. Please mark your correspondence 'Private and Confidential'

If you require any help in making your complaint, we will try to help you.

What information should I include with my complaint?

To help us to fully understand your complaint, please tell us:

- your full name and contact details
- details of what you think may have gone wrong
- what you hope to achieve as a result of your complaint, and

How will you deal with my complaint?

We will:

- record your complaint centrally and track each stage of the investigation;
- write to you within two working days acknowledging your complaint and enclosing a copy of this policy;



- review and investigate your complaint by reviewing your file(s) and other relevant documents, and speaking with the person who dealt with your matter;
- invite you to a meeting to discuss your complaint, if appropriate, which can either be done face to face or over the telephone, if preferred; you do not have to attend if you do not wish to or if you are unable to;
- update you, at appropriate times, on the progress of your complaint and provide an indication of when we expect to provide our response to you;
- write to you at the end of our investigation to explain what we have done and what we propose to do to resolve your complaint;
- conclude the process and provide a final response within 8 weeks from the date of receipt of your complaint; and
- let you know if we find that the above process will take longer than anticipated.

What if I am not satisfied with the outcome?

If you are not satisfied with our final response, please let us know in the first instance and we will review the matter further. If we are unable to reach a satisfactory conclusion, we will write to you again and confirm the BLCS final position.

Upon the conclusion of our complaints process, and if you are not satisfied, you are entitled to refer your complaint to the Charities Commission, who can be contacted by:

- calling 0300 066 9197
- online contact form available here: <https://forms.charitycommission.gov.uk/>
- post to Charity Commission, PO Box 211, Bootle, L20 7YX

There are no timescales for referring complaints to the Charity Commission.

Disclaimer

Website information – no liability

All information presented on the web pages, including but not limited to pedigree records, DNA data, breeding values and other animal and herd records, is compiled from material supplied by members, owners, and/or third parties. While every effort is made to ensure accuracy, the Society and its officers and employees make no representation or warranty, expressed or implied, as to the accuracy, reliability, completeness, or correctness of the information. Users should not rely solely on this information for making decisions and are advised to obtain independent verification or professional advice where appropriate. The content is provided for general information purposes only and does not constitute veterinary, professional, or legal advice.



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Errors

Although we monitor this website to ensure accuracy and functionality we cannot guarantee that this website and the services provided through it will be free of error. If you become aware of any error, please advise us – for contact details see the Contact Us paragraph below.

Viruses

Although we virus-check everything we place on this website we cannot guarantee that files and documents downloaded from it will be virus-free. Accordingly, we do not accept any liability for any loss or damage caused by any virus. In order to protect yourself, you should use anti-virus software when accessing this site

External internet sites and links

This site contains links to other websites, and other websites may have links to this site. We do not endorse other websites or have any responsibility for their content, and we do not accept any liability for any loss or damage which you may suffer through your access to those sites or through your use of documents or information contained on them.

Unauthorised access

Although we do take steps to maintain security, we cannot guarantee that persons cannot gain unauthorised access to confidential information hosted on, or downloaded from this website. Where encryption technology is used, we do not guarantee its functionality or that it is the best or strongest available.

Professional indemnity insurance

The firm maintains professional indemnity insurance with Nexus via Price Forbes
The indemnity limits are GBP 5,000,000 for any one claim excluding costs & expenses
The territorial limits are Worldwide excluding USA & Canada

Terms of business

We may change these Terms of Business in the future and will publish such updates on our website at www.limousin.co.uk.

Breed Smarter.



Contact Us

Please contact us for any purpose by email at info@limousin.co.uk or by post to The British Limousin Cattle Society Ltd, 17 Waterloo Place, Warwick Street, Royal Leamington Spa, Warwickshire CV32 5LA or by telephone 02476 696500.

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