



# Terms and conditions for participation and use of the NFFF Fish and Chip Quality Award logo

## Background

1. The National Federation of Fish Friers (NFFF) operates an accreditation scheme for the fish frying sector and issues certificates incorporating licenses to use the NFFF Fish and Chip Quality Award logo (which is the certification trade mark of NFFF) to businesses which meet the required standards. The standards and scheme were drawn up in conjunction with industry and an NFFF Fish and Chip Quality Award Steering Group consisting of NFFF and NEODA members.
2. Certificates and licences to use the NFFF certification trade mark / NFFF Fish and Chip Quality Award logo are specific to the owner and address inspected, they are not transferable. Any change of address or ownership will nullify the award. Award holders must inform the NFFF should any of these changes take place.
3. The certificates and licences to use the NFFF certification trade mark/Quality Award logo are valid for two years from grant and retention of the NFFF Fish and Chip Quality Award is dependent upon standards being maintained, as validated by additional inspections by a quality inspector/assessor.

## Obligations of the scheme operator (NFFF) and award holders

1. Having passed an initial inspection, the award holder will receive from the NFFF a dated certificate and an NFFF Fish and Chip Quality Award logo displaying a valid to date. Re-inspection will take place prior to the next renewal date. Having passed a re-inspection, the award holder will be issued with a new dated logo.
2. The current certificate and corresponding rated NFFF Fish and Chip Quality Award logo may only be displayed as long as the business remains an award holder, as verified by inspection status and the payment of the bi annual subscription.
3. Other materials that may include the NFFF Fish and Chip Quality Award logo design will be available for businesses to promote themselves and the scheme in general. These materials may only be used while the business remains an award holder. The NFFF Fish and Chip Quality Award logo is a certification trade mark which is the property of the NFFF, and permission to use must be obtained from and remain subject to monitoring by the NFFF.
4. Businesses must immediately cease use of all materials, including certificates, bearing the

NFFF Fish and Chip Quality Award logo if they withdraw from the scheme or fail to meet the required standards.

5. Businesses which withdraw from the scheme must immediately remove all materials, including certificates, bearing the NFFF Fish and Chip Quality Award logo. All Quality Award material, including certificates bearing NFFF fish and Chip Quality Award logo remains the property of the NFFF.
6. Any businesses which hold the award and fail an inspection will have their NFFF Fish and Chip Quality Award logo removed immediately following the re-inspection audit by the assessor. Businesses wishing to remain members of the scheme must satisfy the requirements of a re-inspection audit before any NFFF Fish and Chip Quality Award logos are re-issued.
7. Award holders must not use the NFFF Fish and Chip Quality Award logo in a manner that is likely to bring the NFFF Fish and Chip Quality Award into disrepute.
8. Award Holders should inform the NFFF if they are aware of any business using the NFFF Fish and Chip Quality Award logo or promotional materials in a manner that is deemed to mislead the public.
9. Award holders must not misuse the NFFF Fish and Chip Quality Award logo and promotional materials in such a way that the public is misled. Businesses that no longer hold the Quality Award are to ensure all Quality Award Logos are removed from all advertising, including business websites, social media and business uniforms. Failure to abide by this condition will trigger the logo misuse procedure. Failure to resolve the issue at this point will result in the matter being referred to the local Trading Standards Department, or the NFFF taking legal action through the civil courts.
10. The NFFF Fish and Chip Quality Award logo remains the property of the NFFF, which reserves the right to suspend or withdraw it if any award holder is in breach of the terms of the NFFF NFFF Fish and Chip Quality Award scheme.
11. Full payment must be received by the NFFF before any assessments are carried out. If the application is cancelled prior to an assessment taking place a 25% administration fee will be retained by the NFFF to cover costs and charges incurred. Once an assessment has been carried out no refund can be made.
12. Upon submission of a completed Quality Award Application form and payment an assessment must be booked and completed within one calendar month. Failure to do so will result in application cancellation and no refund being made.
13. Once an assessment date has been booked a business must give a minimum of 7 working days' should this date need to be changed. The assessment date can only be changed once F.O.C further changes would result in a charge of £50.00 being made to cover administration costs.
14. Much of the information that NFFF will disseminate will be in the form of down-loadable materials, so owners will need to have the tools (such as computer and printer) to access this material. These materials must only be used in the premises for which the NFFF Fish and Chip Quality Award has been granted.