



## 2022 Year End Loyalty Scheme 3 Year Contract Accounts Year End Service, Support and Maintenance

To sign up for the scheme, please review the scheme terms, and return a completed and signed copy of the form.

I confirm that the Council agrees to the 3 Year Contract for the Rialtas Accounts Year End Closedown Service. The Rialtas Accounts Year End Service requires the Rialtas Accounting Solution to be in use at the council. As such by join this scheme the Council is agreeing to keep in place Support and Maintenance for the Rialtas Accounts Solution (Alpha or Omega) for the duration of this contract.

This Contract covers Rialtas Accounts Year End Closedown Service for:

- Year End 2022
- Year End 2023
- Year End 2024

Joining the 3 Year Loyalty Scheme entitles the council to 7% off of the published fee for 2022.

Discounts for future years will be available to any council extending their membership of the Year End Loyalty scheme. This opportunity will be offered annually.

By joining the Loyalty scheme the council will get preferential access to Year End Closedown dates. The council will be able to provide five preferred date nominations over a three-week period. In the event of date conflicts councils who sign up to the Loyalty Scheme first will be given the priority.



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### Terms and Conditions

- Once a date has been confirmed from your preferred list a request to change a date will be from our available dates at that time.
- Fees are published annually in October for the next financial year.
- If Rialtas published charges increase by more than 5% over the rate of inflation, the customer can cancel their 3 Year contract within the 3 year minimum contract term, without penalty. (Note: The increase percentage is based on published charges, not any discounted charges)
- If the council wishes to cancel within the 3 year period the remaining year(s) must still be paid.
- The Council is also agreeing to keep in place Rialtas Accounts Solution Annual Support and Maintenance contract for the duration of this contract. This is because the Rialtas Year End Closedown Service is only offered to customers who are using the Rialtas Suite Alpha or Omega Accounting Solutions.
- As per the standard Rialtas Support and Maintenance agreement, at the end of this contract, the Support and Maintenance contract will automatically renew annually, unless cancelled in writing. Cancellations require six months notice.
- Annual Support and Maintenance charges are reviewed annually and will change over the contract term. As per our standard terms, if our charges increase by more than 5% over the rate of inflation, the customer can cancel their Annual Support and Maintenance within the 3 year minimum contract term.
- Support and Maintenance Fees are charged Annually in advance for the coming 12 month period.
- If the customer elects to cease use of the software within the minimum term, the minimum terms fees must still be paid.



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- After the minimum term, cancellations will not receive a refund of any Support and Maintenance fees already paid.
- Support and Maintenance services are provided subject to the Terms and Conditions of those services, these Terms and Conditions are provided annually with your invoice, or upon request.

Council Name:

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License Number:

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Date:

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Signed by:

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Name:

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Position:

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Once the above form has been completed and signed, please send to [Sales@Rialtas.co.uk](mailto:Sales@Rialtas.co.uk).  
Once received you will then be sent a link to complete an electronic form to confirm your preferred dates and other essential information for Year End.