

CONSEQUENTIAL CHANGE MARKET TRIALS – TEST SCHEDULE PRINCIPLES

	Principle
1	All organisations must provide Xoserve one week's notice for all activity
2	Cut off point for cancelling or amending any activity is [3pm] of the previous day
3	Each test step requiring Xoserve initiation will require a written request
4	Xoserve will only carry out written requests
5	Requests must be completed on the agreed template with ALL mandatory information – incomplete requests will be returned and may result in a delay
6	Only requests sent on the template into the .Box will be accepted
7	Confirmation of receipt will be sent by Xoserve
8	Confirmation of completion will be provided by Xoserve
9	Any changes to the schedule requested by phone will not be carried out unless followed up in writing through a revised template into the .Box
10	Xoserve will work with all participants to ensure a balanced schedule