

APPLICATION FOR NATIONAL PROGRAMME 3

3

Under Food Act 2014

Before you start, let's check that you have everything you need:

- A copy of the site plan for each address identifying physical boundaries.
- An internal layout plan of all food rooms detailing layout of all fixed appliances, plumbing, ventilation, lighting etc.
- If you were registered with either the Ministry for Primary Industries (MPI) or your local council before 1 March 2016, make sure you have your previous registration IDs on hand. These are IDs such as *FP903* or *WEBB-12345*.
- The completed scope of operations description that fits your business which you will find included in this document.
- Copy of building Code Compliance Certificate (CCC) / Certificate of Public Use (CPU) YES N/A

Read these notes before you start filling out the form.

- This form must be used when applying to Council for registration of a National Programme under section 83 of the Food Act 2014. Some information provided will be included on the public register; however, you can ask for certain personal information to be withheld from the published register.
You can view the public register here: www.foodsafety.govt.nz/register-lists/
- Send the completed application form together with the other requirements above to:
Queenstown Lakes District Council, Private Bag 50072, Queenstown 9348
Or email to: **services@qldc.govt.nz**
- If there are any changes to the details provided in this application after the application has been sent to QLDC you must promptly inform us of the changes in writing.
- If you require any further assistance to help with understanding what is required, please contact the duty Environmental Health Officer (EHO) by phone on 03 441 0499.

Prior to 1 March 2016, were you registered as a food business with MPI or your local council?

- Yes **[Complete section 1]**
- No → If **NO**, when do you intend to start trading?

[New businesses should go straight to section 2]

SECTION 1 PREVIOUS REGISTRATION IDS

If you were registered as a food business with MPI or your local council before 1 March 2016, enter your current registration ID number.

[Any previous registration ID number(s), e.g. FP907 or WEBB-12345]

SECTION 2 DETAILS

DETAILS OF THE ENTITY/PERSON APPLYING FOR THE NATIONAL PROGRAMME REGISTRATION (RECORD INDIVIDUAL PREMISE(S) IN SECTION 5) *Enter the details of the entity/person responsible for this Food Control Plan registration.*

BUSINESS LEGAL STATUS: <i>(tick as appropriate)</i>	<input type="checkbox"/> Single Premises Company <input type="checkbox"/> Multi Business
LEGAL NAME(S) OF ENTITY / PERSON REGISTERING: <i>(e.g. registered company, partnership or individual)</i>	Legal name of entity / person:
	Postal Address:
	Phone:
	Email:
ENTITY/PERSON REGISTERING NZ BUSINESS NUMBER(S):	<i>[If you have New Zealand Business Numbers (NZBN), provide them here. If you want more information about NZBN's, including how to get one, see www.business.govt.nz/companies/learn-about/nzbn]</i> Please provide your NZBN:

NOTE: Premise(s) "site" trading names will be recorded in section 5

CONTACT DETAILS OF ENTITY/PERSON RESPONSIBLE FOR THIS APPLICATION

You must provide this information to be registered. The contact person details entered below will be used for communications, such as sending approval documents and renewal reminders. Contact Council if the details change.

Contact Name:		
Postal Address:		
Town/City:	Postcode:	Country:
<input type="checkbox"/>	This address is a private dwellinghouse and I wish it to be withheld from the public register.	
Mobile Telephone Number:	Other Telephone Number:	
Email: <i>[By entering an email address you consent to being sent information and notifications electronically, if required]</i>		

SECTION 3 VERIFICATION AGENCY DETAILS (IF NOT QLDC)

NAME OF VERIFICATION AGENCY: <i>(MPI may contact your Verification Agency directly to clarify any issues related to your registration)</i>	Name:
	<input type="checkbox"/> I have attached a copy of the letter confirming my nominated Verification Agency. A copy of your National Programme registration approval and certificate will be emailed to your nominated third party auditor once approved. <input type="checkbox"/> Completed QLDC agreement / contract (attached if applicable)

SECTION 4 PREMISE INFORMATION

Please add your premise details - whether single or multi. Include all addresses where food is handled.

LEGAL NAME(S) OF SITE OPERATOR (e.g. registered company, partnership or individual)	SITE TRADING NAME, IF ANY (i.e. 'Trading As')	STREET/PHYSICAL ADDRESS (location of actual place)	SITE DAY-TO-DAY MANAGER POSITION	<i>(Tick box if you wish the address to be withheld from the public register because it is a private dwellinghouse)</i>
E.g. ABC Foods Limited	E.g. Alphabet Café & Bar	E.g. 123 Fake Road, Faketown 1234		
			Name: <input type="text"/> Position: <input type="text"/>	<input type="checkbox"/>
			Name: <input type="text"/> Position: <input type="text"/>	<input type="checkbox"/>
			Name: <input type="text"/> Position: <input type="text"/>	<input type="checkbox"/>
			Name: <input type="text"/> Position: <input type="text"/>	<input type="checkbox"/>
			Name: <input type="text"/> Position: <input type="text"/>	<input type="checkbox"/>

SECTION 5 APPLICANT STATEMENT

Complete for all applications. We accept PDF or scanned versions of signatures.

I confirm that:

1. I am authorised to make this application as the operator or a person with legal authority to act on behalf of the operators listed in section 5; and
2. The information supplied in this application is truthful and accurate to the best of my knowledge and belief; and
3. Every operator of the food businesses covered by the National Programme is resident in New Zealand within the meaning of section YD 1 or YD 2 (excluding section YD 2(2)) of the Income Tax Act 2007; and
4. Every operator of the food businesses covered by the National Programme is able to comply with the requirements of the Food Act 2014.

NAME:

JOB TITLE:

SIGNATURE:

DATE:

SECTION 6 FINAL CHECK AND DOCUMENT PACKAGE TO SEND TO COUNCIL

Have you:

Filled this form in completely and legibly

Read and signed the Applicant Statement

Attached copies of site plans

Payment of \$125 Registration Fee

Attached a letter from your verification agency if not QLDC

FEES SCHEDULE

Queenstown Lakes District Council fee structure can be found [HERE](#)

SECTION 7 COLLECTION OF INFORMATION

COLLECTION OF PERSONAL INFORMATION

Pursuant to Principle 3 of the Privacy Act 1993, we advise that:

- This information is being collected for the purpose of registering under the Food Act 2014; and
- The recipient of this information, which is the agency that will collect and hold the information, is QLDC; and
- Some of the information collected will be displayed on a public register; and
- The collection of information is authorised under section 53 of the Food Act 2014. The provision of this information is necessary in order to process an application for registration under section 53; and
- The supply of this information is voluntary; however, failure to provide the requested information is likely to result in a return of this application form, and may ultimately result in a refusal to register, in accordance with section 54 and 57 of the Food Act 2014; and
- Under Principles 6 and 7 of the Privacy Act 1993, you have the right of access to, and correction of, any personal information that you have provided.

COLLECTION OF OFFICIAL INFORMATION

All information provided to QLDC is official information and may be subject to a request made under the Official Information Act 1982.

If a request is made under that Act for information you have provided in this application, QLDC must consider any such request in accordance with its obligations under the Official Information Act 1982 and any other applicable legislation.

SCOPE OF OPERATIONS FOR NP3 BUSINESSES

What does 'Scope of Operations' mean?

The term 'Scope of Operations' is used to describe the activities of your food business and also includes:

- the sector(s) a food business operates under the Food Act 2014,
- what products a food business makes and/or sells,
- how products are sourced and/or supplied,
- how products are processed, if applicable, and
- how products are sold.

Why do I need to complete a 'Scope of Operations'?

If you are operating a food business you need to tell your local council or Ministry for Primary Industries (MPI) exactly what your business does.

What do I need to do?

Complete this form and submit it with your application for registration to your local council or MPI.



Trading Operations

How do you source and supply your products / services?

Tick all the trading operations that your business is involved in.

Caterer

Provides food, supplies and services for a social occasion or function or within an education or other facility.

Eat-in premises

Examples: Restaurant, café, residential care early childhood education (ECE) centres and kōhanga reo.

Export

Home delivery

Examples: Pizza delivery, meals-on-wheels and grocery delivery.

Import

Either as a registered food importer or through an agent who is a registered importer.

Internet

On-line selling of food products.

Market

Example: Stall at farmers' or other market.

Mobile

Example: Food truck.

On-licence

Eat-in premises that sell alcohol for consumption at the same location.

Retail

Examples: Supermarket, dairy or other premises selling direct to the consumer.

Storage provider

Examples: Cold stores and warehouses.

Takeaway

Ready-to-eat meals sold for immediate consumption at another location.

Transport provider

Ambient or temperature-controlled transport.

Wholesale

Premises selling to retailers.

Processes

What processes do you use in your food business?

Acidification

Using acid (low pH) to preserve food products.
Examples: Mayonnaise, pickles and shelf stable condiments.

Concentration

Increase the thickness of food products by removing water for example malt extract or yeast.

Drying

Remove moisture from food to make products such as dried meat, milk powder and vegetable powder.

Fermentation

Using micro-organisms to make or preserve food products. Examples: Kimchee, sourkrout, pickles.

Holding at serving temperature

Holding at serving temperature in a pie warmer or bain-marie.

Pasteurisation (with heat)

Apply heat treatment to preserve food and drink products. Examples: Beer, juice, sauces.

Reheating

Reheating a food that has been previously cooked for immediate consumption. Examples: Reheating a frozen cooked ready-to-eat meal.

None of the above

None of the above processes are used.

Operations

Tick all the activities your business does, and the products you work with.

Do you:

Sell products made by others?

18

Baked products (without filling or icing)

70

Baked products, with filling or icing

80

Dairy products

40

Example: Scooping ice cream.

Eggs

10

Infant formula

110

Examples: Infant formula, follow-on formula and infant formula products for special dietary use.

Minimally processed fruits & vegetables

50

Examples: Washed apple and trimmed beetroot.

Grow and / or pack food?

33

Herbs & spices

20

Fresh herbs & spices, cut or planted.

Minimally processed fruits & vegetables

10

Minimal processing – is limited to rinsing, trimming, shelling, waxing and packing. Excludes sprouts and microgreens.

Processed fruits & vegetables

60

Processed meat, poultry & seafood products

30

Raw meat, poultry & seafood

20

Ready-to-eat meals & snacks

90

Sauces, soups, dressings & toppings

100

Shelf-stable products

120

Under ambient conditions. Examples: Packet of biscuits, can of tomato soup, jar of mayonnaise.

Mushrooms

40

Mushrooms and fungi.

Nuts & seeds

30

Sprouts & microgreens

50

Do you:

Transport and distribute or warehouse food?

37

Bulk food

40

Bulk food in a container for transport.

Frozen food

10

Hot food

50

Chilled food

20

Shelf-stable food

30

Provide food to pre-school children?

22

(For immediate consumption by children under 5 years of age in a centre based service setting (for example early childhood education service centres and kōhanga reo).

Infant formula

20

Ready-to-eat meals & snacks

10

Extract and pack honey?

32_010

What do you make?

Tick all the activities your business does, and the products you make (or process).

Do you:

Manufacture / make sugar or related products?

34

Sugar

10 Raw, brown, white and caster sugar.

Sugar products

20 Examples: Syrups (glucose), molasses, golden syrup and treacle.

Manufacture / make confectionery?

23

Chocolate & cocoa products

10 Includes chocolate, carob and compound chocolate products such as individual chocolates, blocks and bars, filled or enrobed products.
Example: Scorched almonds.

Sugar confectionery

20 Examples: Caramels, toffees, hard boiled sweets, gums & jellied sweets, liquorice, fudge, marshmallow, nougat, icing, frosting, chewing gum and sherbet.

Manufacture / make crisps, popcorn, pretzels or similar snack products?

25

Crisps & chips

10 Examples: Potato and reconstituted potato chips, cassava and vegetable chips, rice crisps, corn chips, extruded chips and snacks, pretzels, bagel/ pita chips and crisps.

Snack products

20 Includes: Dried fruit and nut mixes and puffed wheat. Baked, fried and or curried pulses, popped corn and rice. Include examples: Bhujia mixes, rice snacks (nuts/seeds may be a minor component), curried peas, roasted chickpeas,

Manufacture / make shelf stable grain-based products?

28

Baked products (without filling or icing)

10 Shelf-stable. Examples: Savoury biscuits, sweet biscuits, enrobed biscuits, crackers, crispbreads, corn cakes, rice cakes, wafers, shelf-stable wraps, shelf-stable fruit cakes, panforte, panettone, cereal/muesli bars that contain fruit, nuts, seeds etc as minor components.

Baked products, with filling or icing

20 Shelf-stable. Baked products that are filled or iced after baking. Example: Iced cake.

Breakfast cereals

30 Examples: Muesli, cornflakes and extruded brans.

Pasta

40 Shelf-stable pasta.

Manufacture / make water products?

29

(Including ice, iced confectionery, and iced desserts)

Ice

10 Ice for direct consumption or to be used in packing or processing operations (party ice, bulk ice, salt-flaked ice) or water-based product (frozen or to be frozen).

Water-based desserts

20 Water-based chilled desserts or confections.
Example: Jelly.

Do you:

Manufacture / make dried or dehydrated fruit or vegetables?

26

Dried fruit & nut mixes

20 Examples: Peanuts and raisins, mixed fruit and nut combination and scroggin mix.

Processed fruits & vegetables

10 Dried, dehydrated or candied fruits and vegetables. Dried split lentils or pulses. Examples: Fruit chips, crystallised fruit, fruit leather, desiccated coconut and split peas.

Manufacture / make frozen fruit or vegetables?

31_010

Select this section if you are cutting, shelling, dicing, and blanching fruit and / or vegetables and then freezing them.

Bake bread and bread products?

21_010

You should select this section if you bake bread and bread products only.

Manufacture / make shelf stable condiments?

27

Fermented fruit & vegetable products

20 Shelf-stable. Examples: Sauerkraut, kimchee and pickle.

Fermented sauces

50 Shelf-stable. Examples: Soy sauce and black bean sauce.

Nut & seed products

60 Shelf-stable nut & bean-based butters, spreads & pastes. Examples: Peanut butter and sweet bean paste.

Processed fruits & vegetables

10 Shelf-stable. Examples: Jam, fruit puree, relish, pickle, chutney, preserve, marinade, sauce, salsa, hummus, pesto tapenade, tahini, guacamole and mustard.

Sauces, soups, dressings & toppings

40 Shelf-stable. Examples: Mayonnaise, aioli, tartare sauce, hollandaise sauce, béarnaise sauce.

Process nuts, seeds and /or coffee?

24

Coffee bean products

20 Coffee beans whether raw, roasted or ground. Examples: Roasted and ground coffee beans.

Dried fruit & nut mixes

40

Nut & seed products

30 Examples: Nut or seed flour and nut/seed snack bars (where nuts/seeds are the principle component).

Nuts & seeds

10 Mixed nuts or seeds, whether raw, roasted, ground, flavoured or salted excluding raw nuts or seeds of one type only. Examples: Roasted almonds and spiced cashews.

Do you:

Manufacture / make dry mix products?

20

Dried mixes containing animal products

10

Dried soups and stocks, meal bases, sauces and gravies containing meat, poultry or seafood.
Example: Gravy powder.

20

Dried mixes not containing animal products

Dried soups, meal bases, sauces and gravies, baking mixes, beverage mixes, batter mixes, coating and stuffing mixes and dessert mixes.
Examples: Bread mix, cakes mix, pancake mix, breadcrumbs, custard powder, flavoured drink powder, sports drink powder, milkshake mix, instant tea and coffee mix, tea bags, chocolate and malt drink powder, coffee substitute powder

Manufacture / make food additives, processing aids, vitamins, minerals, or other nutrients for adding to food?

16

Food additives

10

Examples: Acidity regulators, anti-caking agents, antioxidants, bulking agents, colourings, colour fixatives, emulsifiers, firming agents, flavours and flavour enhancers, foaming agents, gelling agents, glazing agents, humectants, intense sweeteners, preservatives, propellants, raising agents, sequestrants, stabilisers and thickeners.

30

Processing aids

Examples: Isinglass, (clarifying agent), Hydrogen peroxide (bleaching agent). Enzymes of animal origin. Example: Pepsin. Enzymes of plant origin. Example: Actinidin.

Vitamins & minerals

20

Examples: Folic acid, iodine and vitamin C.

Yeast & yeast products

40

Examples: Baker's and brewer's yeast.

Manufacture / make non-alcoholic beverages?

14

Formulated drinks

30

Examples: Energy, sports and electrolyte drinks.

20

Soft drinks

Examples: Cola drinks, soft drinks, mixers, cordials, post mix syrup, ready-to-drinks based on coffee, tea or herbs, kombucha, Water Kefir and traditional brewed ginger beer.

40

Fruit & vegetable juice

Shelf-stable or non-shelf-stable. Examples: Fruit and vegetable juices, juice concentrates, berry juice smoothie drink and chilled juice.

10

Water

Bottled water - still, carbonated, flavoured.

Do you:

Manufacture / make oils or fats for food?

15

Animal fats

30 Examples: Tallow, lard and duck fat.

Margarine & table spreads

20 Fat and oil based products.

Edible oils

10 Vegetable/ Seed/ Fruit/ Nut oils. Examples: Canola, sunflower, rice bran, olive, avocado, coconut, hazelnut oils, also oils infused with flavouring (and may contain the flavouring product e.g. cloves of garlic).

Manufacture / make vinegar, alcoholic beverages or malt extract?

13

Alcoholic beverages - other

40 Products other than beer, wine, fruit & vegetables, wine or spirits. Example: Ready-to-drink.

Spirits & liqueurs

60 Examples: Gin and brandy.

Beer

10 Examples: Stout, light beer, lager, ale, pilsner and draught.

Wine & wine products

30 Grape wine, fruit & vegetable wine, fruit & vegetable wine products.

Processed cereal & meal products

20 Example: Malt extract.

Vinegar

50 Example: Wine vinegar.

Process of herbs or spices?

19

Select this section if you prepare or manufacture spices or herbs or buy bulk herbs or spices and blend and/ or repack them.

Herbs & spices

10 More than minimal processing. Examples: Grinding, blending, repacking, drying or extracting.

Salt

20 Examples: Salt and flavoured salt.

Process grain?

17

Select this section if you mill, malt, roll or roast grains.

Processed cereal & meal products

20 Flours, meals, starches, malted grains, rolled/ flaked grains, heat treated & torrefied grains. Examples: White and wholemeal flours, grits, semolina, polenta, cornflour, rolled oats, flaked rice, bulgur, freekeh and puffed wheat.

Whole grains

10 Whole grains & kibbles. Examples: Pearl barley, groats, kibbled.



CHOOSING A VERIFIER

All businesses subject to a National Programme (all levels) have the right to choose their own verifier. A verifier is the agency or person who will come and assess your business in order to demonstrate compliance with the Food Act 2014 and Food Regulations 2015.

Registration Authority

Your food business must be registered in order to legally operate. Most commonly, your registration authority will be your local council if your business operates solely within one district.

If your business operates over different council districts or operates from multiple sites, the Ministry for Primary Industries (MPI) may instead be your registration authority. Check with your local council or MPI if you are unsure who your registration authority should be.

Choosing a Verifier

You have the choice of selecting which agency you want to undertake your verifications. This may be your local council should they hold recognition or an independent (third party) organisation. A list of all recognised agencies can be found on MPI's website:

www.foodsafety.govt.nz/registers-lists/food-act-2014-recognised-agencies/index.htm

Conflicts of Interest

If any staff or contractors of the Council have been involved in the design of the customer's food premises or procedures, it cannot act as the customer's verifier. The Council aims to undertake the agreed services in an independent and impartial manner at all times.

Template Food Control Plans registered with MPI

If you are operating a multi-site business using a template FCP, and have been required to register with MPI or another authority because you also operate outside the QLDC area, you may still choose to use QLDC as your verifier.

If you have registered a template FCP (whether modified or not) with MPI for a business required to operate a custom FCP, QLDC is not able to offer verification of custom FCPs.

Once you have chosen your verifier, you will need to inform your registration authority of your choice. Your verifier may ask you to complete an agreement to officially nominate them as your verifier.

Should you have any questions about choosing a verifier, please contact either Queenstown Lakes District Council or MPI on 0800 00 83 33.

Verification Agreement

The parties agree that Queenstown Lakes District Council will verify the Template Food Control Plan or National Programme level 1, 2 or 3 (as applicable) on the attached Standard Terms as set out in schedule 1 of this Agreement.

SECTION 1 CUSTOMER DETAILS

CUSTOMER NAME	
TRADING NAME	[if different]
PHYSICAL ADDRESS	
POSTAL ADDRESS	[if different]
CONTACT PERSON AND TITLE	[e.g. Director, Manager]
CONTACT PHONE NUMBER	
EMAIL	

SECTION 2 QUEENSTOWN LAKES DISTRICT COUNCIL TO COMPLETE

REFERENCE NUMBER		DATE OF START OF CONTRACT	
VERIFICATION RISK CATEGORY		DATE OF TERMINATION CONTRACT	

Customer Agreement

NOTE: This Agreement must be completed by a person who has the authority to act on behalf of the business e.g. the owner, operator or director, partner or other person with legal authority to act on behalf of the registered company or partnership or individual(s).

SECTION 3 SIGNATURES

The parties confirm that they have read and agree to the standard terms and conditions of this Agreement (attached at Schedule 1):

CUSTOMER NAME	[print name]	DESIGNATION / TITLE	
SIGNATURE		DATE	

QLDC REPRESENTATIVE	[print name]	QLDC REPRESENTATIVE DESIGNATION / TITLE	
SIGNATURE		DATE	



Schedule 1: Food Business verification terms and conditions

Queenstown Lakes District Council (“Council”) is a registration authority under the Food Act 2014 (“the Act”) for food control plans (“the Plans”) and food businesses subject to a national programme (“the Programme”).

Under the Act, any appropriately recognised agency or person can verify a business operating under the Programme.

The Ministry for Primary Industries (“the Ministry”) has appointed Council a verifier under the Act to verify businesses subject to the Plans and the Programme.

The following terms and conditions apply to food businesses which have agreed for Council to act as their verifier.

Terms used in these terms and conditions that are defined in the Act, have the meaning given to them in the Act.

1. TERM AND TERMINATION

1.1 Subject to the other provisions of these terms, the parties obligations to each other start on the start date and end on the termination date set out in the verification agreement.

Assess each contract against available verifiers and technical requirements, the contract will be declined if no verifier is available.

1.2 The customer may terminate the agreement with Council at any time by giving 1 month written notice.

1.3 If the customer’s registration is revoked, surrendered or substituted, or if the customer does not pay the Council’s charges or meet any other responsibilities, Council may immediately suspend or restrict the services at any time. Such activities will be reported to the registration authority (if not Council and/or the Ministry).

1.4 If the customer’s registration is revoked, surrendered or substituted, or if the customer does not pay the Council’s charges or meet any other responsibilities, the Council may immediately stop providing any of its services to the customer.

(a) This right is additional to any other right or remedy the Council may have against the customer at law which rights and remedies survive termination of this agreement.

1.5 Otherwise, where the Council has agreed to provide a service for a minimum period, it will continue providing it until the end of that period, and will notify the customer, at least 14 days before it stops providing the service.

2. VERIFICATION

2.1 The customer agrees and acknowledges that:

2.1.1 The Council will carry out the verification function under the Act and the Food Regulations 2015 (“the Regulations”), with respect to the customer’s food business.

2.1.2 The Council will obtain all evidence which in its discretion it requires to determine whether or not a food business complies with the Programme and with the relevant provisions of the Act and Regulations.

2.1.3 The nature and extent of the Council’s procedures and processes may vary according to the type of business, risk assessment, and previous compliance history and the Council will focus on what is most important for the food safety at each type of business.

2.1.4 At the end of the verification, Council will provide the food business with an outcome report for the verification detailing whether the verification is acceptable or unacceptable.

2.2 If any issues are discovered, Council will agree with the food business on a plan to address those issues, including setting timeframes, and the timing of the next verification visit.

2.3 Council will provide the Ministry with a report of the outcome of the verification visit.

3 STANDARD OF SERVICE

The Council will use its best endeavors to:

- > Provide the services with care and skill
- > Ensure the verifier is knowledgeable and competent to verify the customer’s specific food business operations. This may include contracting a Technical Expert to assist in the verification of the customers food business
- > Provide the verification services within a reasonable time or within any agreed time limit
- > Provide the outcome Report under clause 2.1.4 within 10 working days of completing the verification



4 CONFIDENTIALITY

The Council acknowledges that information held by the Council and the customer with respect to the verification of the customer's food premises may be commercially sensitive to the customer. To the full extent permitted by law, and subject to the Council's obligation to comply with the provisions of the Local Government Official Information and Meetings Act 1987, the Council agrees to keep all such information and communications confidential.

5 COMPLAINTS AND DISPUTES

If the customer has a complaint in relation to the Council's verification services or the person conducting them or the customer disputes any recommendation put forward by the verifier, please contact The Regulatory Manager of Environmental Health. The Council documents all complaints in an attempt to improve its service under its Quality Management System. All complaints are held as strictly confidential. The customer may seek reconsideration of a verification decision by applying to the Council in writing within 15 working days after receipt of the verification report.

6 CUSTOMERS RESPONSIBILITIES

- 6.1 The customer must advise the Council of any change of verifier. This agreement can then be terminated with 1 month notice in writing to Council.
- 6.2 It remains the responsibility of the customer at all times to provide safe and suitable food. The verifier does not accept liability for food safety or for any losses incurred by the customer.
- 6.3 The customer agrees to provide Council with the following:
 - (a) reasonable access to the food business; and
 - (b) reasonable access to information and documents relating to the food business;
- 6.4 The customer warrants that all information and documents provided are, or will be, complete, true and accurate and up-to-date at the time they are provided and that:
 - (a) all food preparation tasks are being properly carried out by appropriate staff who have been suitably trained and instructed; and
 - (b) any restrictions or conditions place on the registration are being complied with; and
 - (c) they will notify Council of any further information, including any post verification events, which may have a bearing on the verification.

7 OUR CHARGES

- 7.1 Verification fees are prescribed within Queenstown Lakes District Council's fees and charges structure and are subject to annual review and public notification through the Annual Plan process. The Council will provide the customer with an invoice that must be paid by the 20th of the following month. Where follow up visits are required additional fees as included in the fee structure may be incurred. Failure to attend a scheduled verification without cancellation may also result in a charge.

Queenstown Lakes District Council fee structure can be found [HERE](#)

- 7.2 The Council will send invoices and other notices via email. It is the customer's responsibility to advise Council of any change of email address.

8 CHANGING THESE TERMS

Any changes to the terms of this agreement must be in writing.

9 DISCLAIMER

- 9.1 A verification under the Act does not constitute a permit, authorisation, or other permission under any other act, regulation or bylaw. The verification report provided is based on the inspection of the accessible aspects of the food business and represents the Council officer's opinion of the observable condition of the building, facilities, equipment and documents on the day and time of the inspection.
- 9.2 The verification report is prepared for the food business and the Ministry only. The food business agrees to not disclose the verification report to any third party. The food business agrees to indemnify, defend and hold the Council harmless from any third party claims arising out of the food business distribution of the inspection report to any third party.
- 9.3 The Council's liability for mistakes or omissions in the verification report is limited to a refund of the fee paid for the verification.

