

Find out about charges

Find out about charges relating to information requests

Where charges may be applicable to a Class of Information this is stated. However, the following conditions may also apply:

Information on the Internet

Information is free of charge on the website (i.e. there is no charge by us), but the user will have to meet any charges by their Internet Service Provider, personal printing costs, etc.

Information is available via a website, but a charge may have to be paid before the main part of the information can be accessed. This could arise if the website is used to deliver a value-added customised service, particularly where the basic data is also available to private sector users who may provide their own value-added service. Where this applies, the reason for the charge and the level of charges will be stated.

Information in hard copy

For those without Internet access, a single print-out from the website page(s) can be available by post by contacting the FOI Hotline - RNOH Communications Department - 020 8909 5349; if a charge applies you will be informed. Requests for multiple print-outs or for archived copies of documents which are not available on the website, may attract a charge for the cost of retrieval, photocopying, postage etc. You will be informed of this at the time of your request. The charge will be payable in advance.

"Glossy" or other bound paper copies, or in some cases a CD-ROM, video or other media may involve a charge: further details of these charges are available on request.