



Frequently asked questions about this site – FAQ's

What SBCC Subscription options are available?

- **Full Subscription** - Our full annual subscription allows you access to purchase all current digital SBCC Contracts and SBCC Guides. A full subscription also includes access to purchase our range of Homeowner Contracts and the Project Bank Account Documentation which are available as PDF downloads.
- **Free Subscription** - Our free subscription provides access to purchase PDF downloads of our range of Homeowner Contracts and the Project Bank Account Documentation.
- **Education Subscription** - Our education subscription allows students and staff at educational institutions to view sample SBCC contracts. For more information about this subscription please see our [Education page](#).

What are the benefits of a Full Subscription with SBCC online?

- You can access and purchase the latest SBCC contracts.
- You can complete digital SBCC contracts online*
- Once complete a standalone and project specific PDF document is produced.
- All purchased documents are securely stored online in your "area".
- SBCC Guides can be purchased and accessed from your online area for reference**
- You have 24-hour access.
- Watermarked 'Draft' copies can be produced before completing a contract.
- Unlimited printed and PDF copies of completed documents can be made.

** This does NOT include Homeowner and PBA Contracts which are only available as PDF downloads and for which you do NOT need to take out a full subscription.*

*** Guides are supplied as PDF downloads.*

What are the Subscription costs?

The annual costs for a Full or Free Subscription are as follows:

- **Full Subscription - £99.00 + £19.80 VAT (£118.80)**
 - Our full annual subscription allows you access to purchase our full range of contracts and guides.
- **Free Subscription - No Charge**
 - Our free subscription allows you to purchase our range of Homeowner Contracts and the Project Bank Account Documentation.

***Please note:** Subscriptions give access to purchase digital contracts. Once subscribed, digital versions of SBCC contracts can then be purchased individually online. Purchased contracts are then securely stored online in your user area for completing. The cost to purchase an individual digital contract is the same cost as print copies sold in bookshops.*

What is the downloading cost per document in addition to a subscription?

Current prices can be found on the [Contracts](#) section of the website. Each contract is individually priced and purchased online per use (i.e. per project). The cost of a digital contract, or where applicable a PDF document, is the same price as print copies which are available from our [selling agents](#).

How are payments made?

Payments for all SBCC subscriptions, digital contracts and PDF documents can only be made online through the SBCC website. Payments are processed securely through our website, and payment processor Stripe, using either a Debit or Credit Card.

Our selling agents offer additional payment methods for the purchase of PRINT versions of SBCC contracts and guides.

Are contract and document purchases charged automatically to our account?

No, card details will need to be entered each time you wish to make a document purchase. Card details are only stored in relation to the annual subscription renewals.

If we require two copies of the same contract for one project, are we charged for two downloads?

No, the contracts are paid for by project, not by number of downloads. You may download and print as many of these as you require.

Where can I find receipts for my subscription and document purchases?

Copies of subscription and contract purchase receipts are sent by email at the time of payment to the main account user. Please note sometimes these may go into spam or junk boxes.

Copies of all receipts can also be downloaded from your user area and can be found under 'My Contracts' and in the 'Account & Billing' section under 'Order History'.

How do we renew our annual subscription?

Full subscriptions are set to auto renew annually as default. At the time of renewal, the original payment card associated with the subscription will be charged. Renewal reminder emails are sent out to users in the weeks prior to automatic renewal.

Users can cancel a subscription or ask for auto renewal to be switched off at any time by contacting info@sbcconline.com. Unless SBCC have been notified otherwise, on the renewal date the system will charge you for another year and email a confirmation receipt when the payment is processed.

What happens if we un-subscribe?

If you wish to retire a subscription or fail to renew, your username and password will be deactivated. You can either leave the information within the secure website, just in case you need access to completed documents at a later date – or you can ask for the information to be erased.

Can I still purchase print copies of SBCC Contracts and Guides?

Print copies of SBCC contracts cannot be bought directly from SBCC but can be obtained from a range of bookshops. Please see our [Selling Agents](#).

What are the differences compared to the previous purchase of paper copies?

All the documents now being produced are complete integrated documents – the conditions are included and there are no inserts. You need only complete one set of forms online. These can be worked on in draft until the "tick" button is pressed. This freezes the document, which can then be downloaded or printed out as many times as required. Subscription payments and document purchases are all made online.

What contracts are available online? Are there old contract documents on SBCC Online for reference?

Only current contracts will be available online. Please see the [Contracts](#) section of the website for details of all contracts available.

When a new contract is released online this will be uploaded and the previous version will be removed. Copies of old and superseded contracts can be purchased through [SBCC selling agents](#).

Does SBCC online have all the current documents that appear on the technical list?

All current documents will be uploaded in due course. Please note, there may be some contracts that are only available in Print format. Check [here](#) to find out the format availability of all current contracts.

Will it only be new documents from here on?

Yes, only the current versions will be available to purchase online. Older contracts are available from the selling agents.

If old contracts are not online yet, are they likely to go on in the future?

There are no plans to upload old contracts.

Is there a limit to the number of people who can access one subscription?

There are no restrictions to the online access by staff per business. The subscriber obtains a username and password and can permit anyone issued with this to work on documents online. Any emails relating to a subscription will go to the named user only.

Can we use the one subscription in our offices in both Glasgow and Edinburgh?

Yes. Subscriptions are paid per business, if you are prepared to share the same username and password across cities. It may be easier, however, for users of multiple contracts, to take out a separate subscription per office address to manage the business area.

Is there guidance for using the online contracts?

SBCC online contracts are designed to be intuitive and easy to use, but Guidance can be found [here](#). Editable contracts are completed online. All documents are held in your secure area of the website. After filling in the contract details, and saving these as a finished document, the contract can be downloaded in PDF format for digital signing or can be printed as often as required.

What happens to our contracts once completed?

All completed documents are locked and stored in your area online as a downloadable PDF – you can print out or download copies at any time. The stored versions will be the ones you filled in.

How long do I have to complete a Draft contract?

Draft contracts remain stored in your user area for as long as you have an active subscription. There is no time limit set for completing a contract, however if you do not renew a subscription you will only have access to previously completed contracts. If you choose to renew at a later date you will regain access to any previous Draft copies.

I have accidentally marked my contract as complete which has locked it, can it be set back to draft?

Yes, please contact info@sbcconline.com with the details.

Can I change the reference of my contract?

As a contract must be purchased per project it is recommended to add a unique reference title to every digital contract, references must be added when purchasing each document. If a unique reference is not added the SBCC website will assign the document a unique title code.

If a reference needs to be changed, please contact info@sbcconline.com.

Does the SBCC provide advice on the completion of contracts?

Unfortunately, SBCC does not provide consultancy or legal advice on individual cases, matters of practice or courses of action. These are a matter for the individual and their professional advisers.

SBCC guides are available to purchase for the main suite of contracts. Some contracts such as the Minor Works Suite and Homeowner Contracts include guidance built into the documents.

Guidance for using the online contracts can be found [here](#).

My question is not answered here, how do I contact the SBCC?

If you have any further questions, you can email info@sbcconline.com.