

Terms & Conditions



- Booking
 - Once booking is taken, we will honour the date and time as agreed
 - If we are unable to honour this, we will provide you with as much notice as possible
 - If you are unable to honour this, we expect as much notice as possible
 - Any cancellation with less than 24 hour's notice may incur a cancellation fee which is charged at our standard call out charge of £30.
 - Any no show, or cancelled doorstep booking will be charged at our standard call out charge, plus any expenses, minimum of £30.
- Contact
 - We will make contact via a reminder the day before the booking where possible
 - If no phone number or email address is provided, then this will not be possible.
 - If the job is a rental property and we have been instructed, we will not contact the tenant
 - We will refer to our COVID-19 protocols and payment details.
 - We will where possible send all correspondence via email, invoice, certificates and reminders, where this is not possible, we will use a paper copy.
- COVID-19
 - If anyone in your household is experiencing any symptoms or has knowingly tested positive or awaiting a test result then it is your responsibility to inform us, we will not undertake any work during this isolation period.
 - If you do not inform us and you are aware of the above point, you will be billed for loss of earnings should we be forced to isolate because of negligence.
 - We test regularly for COVID-19, should we experience any symptoms or have knowingly tested positive or awaiting a test result then we will reschedule your booking until at least after the isolation period.
 - We will not step into your house without a face covering, during our works we will have the most advanced filtration system and procedures in place to protect us and you from COVID-19.
- Scope of work
 - We will only provide work within our scope.
 - We are regulated by our associations (Hetas & Sweepsafe) and we will follow their guidelines and protocols.
 - Where defect or faults are found or reported, we will, where possible provide guidance or recommendation on how to proceed with your next steps to repair these.
 - We will always follow our procedures and act professionally during our visit with you.

- Payment
 - Payment is required on completion of work,
 - Or prior to ordering any parts or materials to complete the job.
 - Payment can be made via exact cash only (we do not provide change), card (contactless up to £100) or bank transfer (only if this is done whilst we are on site. We no longer accept cheques.
 - If you fail to make payment we will recover the fees plus any costs associated through the small claims protocols.
- Complaints
 - Please see our complaints policy.