

CLARE'S CHIMNEY SWEEPING TERMS AND CONDITIONS

1. Pricing. We operate a 'fixed' pricing scheme for a straightforward sweep. We rely on you to tell us what we are sweeping – the price will be quoted to you based on that information. If you have failed to tell us in advance of any problems, or that it is, for example a fireplace that is larger than normal, we reserve the right to 're-quote' on arrival. You can decline to use the service at that point, although a site visit charge will apply. If we encounter a problem (for example, a blockage or a problem flue, or a very neglected non-regularly swept flue). We will advise you if there are any extra charges to be made. If you decide you do not want the sweep to continue with the job, we reserve the right to make a charge to cover our costs, including a contribution towards work already undertaken.
2. Appointment Time. The arranged appointment time is to be considered as an estimate of the arrival time to within 30 minutes. Problems with preceding jobs and traffic conditions will have an effect on arrival time. We will phone the customer if the arrival time is likely to be more than 30 minutes after the arranged time. If this inconveniences the customer, then the appointment time can be re-arranged.
3. Cancellation. If the customer wishes to cancel or re-arrange the appointment then this should be done as soon as possible. We reserve the right to charge in the event of a last-minute cancellation, (less than a full 48 hour's notice). If we arrive at the address for a previously agreed appointment, and are not required, or the customer is not present, or we cannot complete the work through no fault of ours the customer will be liable for a call out charge. If the customer is excessively late for the previously agreed appointment, a call out fee will be charged.
4. Payment. Payment for the work is to be made on completion of the work. The sweeping certificate will not be issued until payment is made. Payment can be made on invoice by prior agreement. Invoice payment must be completed in full within 28 days. Payment may be by Cash, bank card or BACS/Instant Transfer.
5. Parking and Access. We require safe and legal parking and access. On arranging the appointment the customer is to confirm the situation and advise us accordingly. In situations where we have to pay for parking, the parking fee will be charged to the customer. If on arriving at the property and we are unable to park safely or legally, or at a sensible distance from the property, then we have the right to cancel the appointment and the customer will be liable for a call out charge. Please ensure that we have adequate access to the appliance carry out the work.
6. Health and Safety. We will take all reasonable precautions to ensure the health and safety of the customer and occupants at the property. The customer must act on our advice with regards to health and safety while the work is in progress. Failure to act may result in termination of the work with full payment to be made. The customer is to ensure that the working area is safe and hygienic for us to enter. If we find the property dangerous to enter, the work will not proceed, and the customer will be liable for a call out charge. If the chimney/fireplace is found to contain asbestos components, the work will cease. The customer may be liable for the full payment and safe removal of the asbestos must be carried out before the work can be completed. We come across many properties where the homeowner has booked a sweep and upon arrival a gas lining is hanging in the chimney, or the chimney pots have been capped off previously so making it not possible to carry a sweep out. Should we be unable to carry the sweep out then we reserve the right to charge the full price of the intended booked sweep.
7. Nests or blockages. We are unable to remove live nests in May to June when Jackdaws are nesting as it is illegal to do so (please see the RSPB guidelines). If we find a nest in the chimney when we are sweeping, we will usually arrange to come back to remove it when it is legal to do so. Please do not ask us, or any other person, to break the law and remove the nest when it is illegal. We will make a charge for our time if we cannot sweep, (this will be half the agreed sweep cost).
8. Power Supply. The customer is to supply power for the sweeping or work. This will be mainly for the vacuum. If on arrival at the property, no power supply is available, the work may continue but without the use of the vacuum.
9. Waste Disposal. Any product of cleaning a chimney or appliance will be disposed of in the customer's own waste disposal bins (soot is classed as household waste). Clare's Chimney Sweeping is not licensed or authorised to remove waste products.
10. Standard of work. Clare's Chimney Sweeping will take all measures to adequately protect the property from dirt, soot and equipment. Fireplaces will be completely covered. We cannot be held responsible in the event of dirt/soot escaping the protective covering, due to the abnormalities/ill-fitting fireplace/surrounds. All aspects of the chimney system should be in a good serviceable condition. While great care is taken to prevent damage to your property, the sweep cannot be held responsible for badly maintained or deteriorating pots, cowls, chimney stacks, fireplaces, stoves, stove firebricks or any other part of your chimney. Material information should be disclosed, such as age and type of covering, and any known problems. We'll do our best to advise you and take precautions to prevent damage, but in some instances, may recommend remedial work prior to sweeping or ask you to sign a disclaimer to allow us to continue. Cowls and chimney pots have a limited life as they have been in situ for many years, exposed to the elements and/or may not have been fitted correctly or poor-quality products have been used. Without confirming the security of these from the ground, we cannot accept any responsibility for these coming loose, breaking or falling off. Also, any damage they may cause to roofing and anything below as they fall. We are legally required to exit a chimney pot for a certified chimney sweep, if a cowl is present we always take great care to enter these. If your chimney/flue has not been annually swept as per the UK recommendation's for burning solid fuels, the sweep price shall increase as it becomes not a standard chimney sweep. If we must clear register plates from debris before we can start, then additional charges shall be added for time onsite. We rely at booking stage for as much information from you as possible before we attend so we can quote an accurate price for you.