

Version 1, August 2024

Review date: August 2026

**Periwood Chimney Sweep**

[www.periwoodchimneysweep.co.uk](http://www.periwoodchimneysweep.co.uk)

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**Terms and conditions**

Your chimney will be inspected by a professional chimney sweep assessed to the national standards and registered with the Heating Equipment Testing and Approval Scheme (HETAS).

All services are carried out in good faith; brief visual inspections of the appliance and chimney are carried out, but due to the concealed nature of chimneys and associated appliances, information should not be relied upon as a guarantee that the appliance or chimney is safe, free of faults or issues related to age, misuse, or poor installation.

The chimney sweep will assume unless otherwise told by the homeowner or the designated person allowing him/her/them entry into the property that the appliance is correctly and safely installed, and is in a fit state to be swept.

*Bookings*

Bookings are preferred through our web site, but phone bookings will also be taken between the hours of 9am and 5pm Monday to Thursday. Should you reach our answering machine, please leave a message and we will call you back as soon as we are able.

You are required to tell us details of the appliance we will be sweeping. If you have more than one appliance, you must book a separate appointment slot for each appliance. This is to ensure we have enough time to complete each sweep.

Prior to finalising your booking, you must confirm that you have read, understood, and agree to these terms and conditions.

To reschedule or cancel your appointment, please call 07552 873398 at least 48 hours before your appointment time.

We reserve the right to refuse a booking at our discretion.

*COVID-19 policy*

1. If you, or any member of your household, has COVID-19 or is displaying symptoms of a respiratory infection, you must contact us before your appointment for it to be rearranged.
2. Social distancing must be respected at all times

*Gas fires*

Some gas fires require disconnection before a flue serving a gas appliance can be swept. This must be undertaken by a Gas Safe registered engineer and is to be arranged by the customer at their own cost.

*Preparation for your appointment*

**Appliances must not be used at all in the 24 hours leading up to an appointment. If we attend and find the appliance warm, we will not be able to continue with the appointment and a charge will be incurred. Please see the Fees section below.**

To prepare for your appointment you must, where possible:

* Remove all objects, such as ornaments, pokers, fuel etc. from the fireside/hearth area
* Remove any ash, debris and other items from the grate/stove
* Allow a clear, uninterrupted passage from the main doorway into your property through to the fireplace area. Remove any furniture (coffee tables etc.) which are in the way of this route.
* Ensure a plug socket (with an extension lead if necessary) is next to the hearth area

*Pets and children*

Although we love them both, for their safety it is your responsibility to keep pets and children supervised within the property throughout our visit. They should remain in a separate room for the duration of our visit and have a designated responsible person(s) with them at all times. We cannot accept liability for loss or injury.

*Security*

The sweeping process involves multiple trips to and from our vehicle. This means access doors sometimes remain open. It is the responsibility of the homeowner or their designated person to ensure all valuables are secure and away from the work route/area.

*During your appointment*

We allow an hour per sweep including initial risk assessment, set-up, sweeping and safety checks, removal of waste from your property, and feedback to the homeowner/responsible person present. A certificate of the sweep will be issued for your records.

Occasionally it may not be possible to complete the sweep in the appointment if we find, for instance, a large bird’s nest needing removal. Should this occur, we will discuss the situation with you and advise the best course of action. We will endeavour to rebook your follow-up appointment to complete the sweep as close to the original appointment as possible. Cost will vary depending on the condition of the flue and the amount of debris requiring removal. A CCTV check will be carried out to ensure all debris has been removed and to assess the safety of the chimney.

*Sweeping disclaimer*

If a fault occurs during sweeping, this is most often not caused by the sweep. For a chimney and items connected to the installation to be considered fit for use, it must be in such condition that it can be safely cleaned and tested. If damage is caused during sweeping, this suggests an underlying fault which was exposed by the sweeping process.

*Certificate particulars*

Please see the disclaimer on your certificate for full details.

*Payment*

Payment will be taken at the end of your appointment. The homeowner, or their designated person, must be presentable to make payment. Card is preferred, although cash will be accepted.

*Waste removal*

Please note that the soot and any bird nest debris will be removed, transported, and disposed of by us under our waste carrier’s licence and in accordance with The Waste Duty of Care Code of Practice.

*Appointment disruption*

Please note that your scheduled time slot may be moved to one hour earlier than agreed. The chimney sweep will contact you via call or text before arriving early. This does not apply to the 8am or 9am time slots. If the chimney sweep has been delayed and your appointment may be affected, we will contact you as soon as we are aware. In this situation, if you would prefer to rebook, there will be no additional charge.

*Fees*

Appointments are booked on the basis that we will be attending to sweep an appliance, or appliances, as per your booking. One sweep is charged at £80. Multiple sweeps in the same property will receive a 10% discount off the total bill.

In the event of us being unable to sweep your appliance(s) due to access issues, inappropriate installation, or other hazards present, we will give advice on the nature of the fault(s), suggested remedial actions and, where relevant, completion of appropriate documentation. A call-out fee of £30 per appliance(s) will be charged in this instance.

A fee of £30 will be applied per appliance(s) if, upon arrival, I am unable to gain access to your property for any reason resulting in a missed appointment.

If you wish to cancel or reschedule your appointment within the 48 hours before your booking, this will incur a fee of £30 per appliance(s). Should there be extenuating circumstances beyond your control affecting your appointment, please call us to discuss.

Late payment interest fee: The Late Payment of Commercial Debts (Interest) Act 1998 applies to the invoice.

*Parking restrictions*

It is your responsibility to inform us of any parking restrictions in your area if we are unable to park on your drive or outside of your house. If your parking zone is for permit holders only, we expect to be given a permit to cover the appointment at no cost to us.

*Parking charges*

If we have to park in a pay and display car park, this charge will be added to the cost of your appointment.

*Conduct*

Should we feel unsafe to continue with your appointment due to the conduct of any person present, we reserve the right to leave the appointment at any time and without notice. Should anyone associated with Periwood Chimney Sweep be subject to any form of discrimination, threat, or abuse, we reserve the right to consult with our solicitor and to involve the police where we deem it appropriate.

*Complaints*

Our complaints procedure can be found on our website.

*Changes to terms and conditions*

You can review the most current version of the terms and conditions at any time on this page. We reserve the right to update, change or replace any part of these terms and conditions at any time. Clients will be informed of any changes by notifications and posts on our digital platforms. It is your responsibility to check our web site periodically for changes. Your continued use of our web site or service following the posting of any changes to these terms and conditions constitutes acceptance of those changes.

*Privacy notice*

Periwood Chimney Sweep is committed to data protection and protecting your privacy. We will hold any personal information that you supply, or that we are given, securely within the UK to provide our service. We will only collect very limited basic personal data about you for the purposes of responding to your enquiry, entering a contract with you, or managing your account. We do not record any personal data from you that we do not require.

Your personal data may be shared with the Heating Equipment Testing and Approval Scheme (HETAS) as part of its monitoring of professional sweep activities. It will not be used or provided to third parties for marketing purposes.

You have a responsibility to ensure that the data that you provide to us is correct. If it is incorrect, please let us know by contacting us at [periwoodchimneysweep@gmail.com](mailto:periwoodchimneysweep@gmail.com)

If you would like to review the information we hold about you, please email your request to [periwoodchimneysweep@gmail.com](mailto:periwoodchimneysweep@gmail.com) and state what information you wish to access. Only applications made in writing will be considered, and you will receive a written response within 30 days of a request being made.

You have the right to withdraw consent for personal data processing at any time and have the information we hold about you erased if this is your wish and Periwood Chimney Sweep does not have a legitimate legal basis for retaining it.

You retain other rights in relation to expressing or withdrawing consent, right to be informed, and for data portability along with data rectification, automated decisions/profiling, and objections. More details on these rights can be found at the Information Commissioner’s Office web site [ico.org.uk](http://ico.org.uk), where you may also lodge a complaint if you feel that Periwood Chimney Sweep has not met its data protection obligations.

The protection of personal and non-personal (technical) data is recognised as being important and therefore will be managed, protected, and secured. All personal data will be treated confidentially in accordance with the EU General Data Protection Regulation (EU 2016/679). Hard copy data will always be secured in a locked environment when in transit or storage, and accessed by authorised persons only. Electronic data will be stored on password-protected laptop hard drives, and the laptops will always be secured in a locked environment.

*Accessibility statement*

Should you require this information in another format, please let us know and we will do our best to facilitate equity of access.