EXPERT CARE. LASTING RESULTS.

Terms & Conditions

VERSION 3 · OCTOBER 2026

These terms apply to every quotation and job. They do not affect your statutory rights.

Chiltern Surface Co Ltd · Registered in England and Wales, no. 17078993 · Registered office: 3rd Floor, 86-90 Paul Street, London EC2A 4NE · 01628 232 450 · office@chilternsurface.co.uk

In these terms, “you” means the customer named on the quotation. A “consumer” is an individual acting for purposes outside their trade or business. A “business customer” is anyone else.

1. Quotations & Acceptance

1.1 Quotations are valid for 30 days and are based on our visual and drone survey.

1.2 Prices are shown excluding VAT, with VAT added at the current rate on the total. If the VAT rate changes before we invoice, the new rate applies.

1.3 We will not carry out or charge for additional work without your agreement. If we find something on site that needs extra work, we will explain it and give you a price before going ahead.

1.4 Accepting a quotation, by any means including paying the deposit, means you accept these terms.

2. Your Right to Cancel (consumers)

2.1 If you are a consumer, you may cancel within 14 days of accepting, for any reason, by email, phone or letter. You may use the form at the end of these terms. We will refund all payments, including the deposit, within 14 days of hearing from you, using the same payment method.

2.2 We will only start within the 14 days if you ask us to in writing.

2.3 If you ask us to start early and then cancel, you pay a proportionate amount for the work done up to the point you tell us.

2.4 If you ask us to start early and we complete all of the work within the 14 days, you lose the right to cancel once the work is finished.

3. Deposit, Price & Payment

3.1 A 25% deposit secures your booking and is deducted from the final invoice.

3.2 After the 14-day cancellation period, you may cancel or move your booking free of charge with at least 48 hours’ notice, and we will refund your deposit in full. With less than 48 hours’ notice, we may keep the part of the deposit that covers costs we have already incurred, such as materials, equipment hire and crew we cannot redeploy. We will tell you what we have kept and why. Bookings we move for weather or reasons beyond our control keep the deposit valid.

3.3 We accept payment by secure payment link or bank transfer. A payment link is sent with every quotation and invoice. The balance is due on completion. For jobs over several visits, we may invoice each stage on completion of that stage.

3.4 The same applies to business customers: payment is due on the day the work, or each stage of it, is completed, unless we have agreed other terms in writing.

3.5 If payment is overdue, we may pause further work until it is paid.

3.6 Late payment by a business customer carries interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998. Late payment by a consumer carries interest at 4% a year above the Bank of England base rate from the due date until paid.

4. Access & Your Responsibilities

4.1 On the day, please provide safe access to the work area, an outside tap, and parking for our vehicle as close to the property as possible. Please move vehicles, garden furniture and pots away from the work area, and keep pets and children indoors while we work.

4.2 Please tell us before we start of any known defects, leaks, previous repairs, fragile surfaces or underground services. Move or cover anything stored in the loft beneath a roof we are cleaning. If our access equipment needs to stand on or over neighbouring land, please obtain your neighbour’s permission, or tell us so we can arrange it.

4.3 If we arrive as agreed and cannot start because access, water or a clear work area is not available, we may charge for the wasted visit. The charge covers our reasonable costs of the lost working day, such as crew wages, travel and equipment hire, up to a maximum of £500 including VAT. If we can move the crew to other paid work that day, we will reduce the charge accordingly. We will deduct it from your deposit, refund or credit any balance of the deposit, and rebook the work.

5. Scheduling & Weather

5.1 Much of our work depends on the weather. We may move your booking if rain, frost, wind or other conditions would affect safety or the quality of the result. We will tell you as early as we can and offer the next available date at no extra cost.

5.2 We may also move a booking for illness, equipment failure or other reasons beyond our reasonable control. If we cannot offer a date that suits you, you may cancel and we will refund your deposit in full.

6. Condition Record & Damage

6.1 Before we start, we record the condition of the work area by drone and photograph, and we show you anything broken, slipped or missing. This record shows what existed before the works.

6.2 Please report any damage you believe we caused within 48 hours, with photos (report water ingress immediately), and let us inspect it before others repair it. Reporting promptly helps us put things right quickly. It does not limit your statutory rights.

7. Existing Condition & Hazardous Materials

7.1 Cleaning can reveal defects hidden by growth or dirt. We are not responsible for pre-existing defects, previous repairs, wear and tear, or water entering through gaps in roofs without sound underlay, unless our lack of reasonable care caused or worsened them.

7.2 Some older roofs, sheets, soffits and other surfaces contain asbestos. If we suspect asbestos or another hazardous material, we will stop work in that area and tell you. We will not disturb it until it has been tested and, if needed, a safe method of work agreed.

7.3 Testing, specialist methods and any licensed contractor are not included in our quotation unless stated. We will price them separately for your agreement. If the work cannot be carried out safely, we will refund any payment for work not done.

8. Works, Treatments & Waste

8.1 We use professional cleaning solutions and biocides according to the manufacturers' instructions. We take reasonable care to protect plants, lawns, ponds, vehicles, glazing and neighbouring property from run-off and overspray.

8.2 Please tell us of any ponds, water features, vegetable beds or sensitive planting near the work area, so we can protect them or agree another approach.

8.3 Moss, debris and waste from the works are removed from site and disposed of responsibly, unless the quotation states otherwise.

9. Results & Treatments

9.1 We work with reasonable skill and care, but cannot guarantee removal of every stain or an "as new" finish. Some marks, such as deep-set staining, rust, oil and tree sap, may only be reduced.

9.2 Chiltern EverGuard™ helps inhibit regrowth. Its lifespan depends on conditions such as shade, tree cover and exposure, and no treatment stops growth returning permanently.

9.3 Treatments need dry weather to work well. If heavy rain falls shortly after application, we may recommend a further treatment, which we will price for your agreement.

10. Photographs & Privacy

10.1 We photograph and film the works, including by drone, for our condition record and job file.

10.2 We only use photographs or footage in our marketing with your consent, which we ask for when you accept the quotation. You can withdraw consent at any time, and we will stop new use.

10.3 We handle your personal information in line with UK data protection law. Our privacy notice, at chilternsurface.co.uk/privacy-policy, explains how.

11. Subcontractors

We may use carefully selected subcontractors for specialist work, such as access equipment or repairs. We remain responsible for their work under these terms.

12. Liability

12.1 We are responsible for foreseeable loss or damage caused by our breach of these terms or our lack of reasonable care. We hold £5 million public liability insurance.

12.2 Nothing in these terms limits liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot legally be limited.

12.3 Business customers: for physical damage to property, our liability is limited to £5 million for any one claim. For all other loss, including the cost of putting right defective work, our total liability is limited to the quotation value. We are not liable to business customers for loss of profit, business, revenue or other indirect or consequential loss.

13. Complaints

13.1 Please raise any concern as soon as possible, ideally within 7 days of completion, so we can inspect and put things right.

13.2 This does not affect your statutory rights or the time you have to make a claim.

13.3 If we cannot resolve your complaint, we will tell you so in writing. We will give you the details of a certified alternative dispute resolution (ADR) provider and tell you whether we agree to use it. ADR is a quicker, lower-cost alternative to court.

14. General & Law

14.1 If any part of these terms is found unenforceable, the rest still applies.

14.2 These terms are governed by the law of England and Wales, and the courts of England and Wales have jurisdiction.

CONSUMERS ONLY

Model Cancellation Form

Complete and return this form only if you wish to cancel the contract.

To: Chiltern Surface Co Ltd, 3rd Floor, 86-90 Paul Street, London EC2A 4NE · office@chilternsurface.co.uk

I/We hereby give notice that I/we cancel my/our contract for the supply of the following service:

Service and quotation reference

Date accepted

Name(s)

Address

Signature (only if this form is sent on paper)

Date