



Tel : 01462 671555
Web : www.chimneysweep.info
Email : office@chimneysweep.info
Book a sweep online : www.chimneysweep.info



Cleansweep Vac Services

Terms & Conditions

Please read this document carefully. If you do not agree to these Terms and Conditions then please do not book an appointment with us.

INTRODUCTION

Cleansweep Vac Services is a company specialising in chimney cleaning and repairs (internal and external). We are also experienced in the cleaning of wood burning appliances, flue cleaning, woodburning and multifuel stoves and open fire best practice and operation. We are HETAS registered with over 30 years in the trade.

T'S & C'S

- We aim to provide a **clear estimate** of the works needed after one free site survey from ground level. Further site surveys or surveys from ladders will be chargeable.
- We are **not Gas Safe** and can only sweep gas flues if they are easily accessible. For sealed units this will require you to have a Gas Safe engineer visit both before and after our visit.
- We will complete the work in the time allotted in a **tidy and professional** manner, weather permitting.
- We expect **payment** upon completion of the work, or in the case of customers paying by card, on the day of receipt of the invoice. Late payments may be charged 8% of the total outstanding extra per day and outstanding invoices older than 30 days will be sent to PromptPayer.org which is a collection agency.
- **Discounts** are available for multiple sweeps at the same house or postcode. These sweeps must be arranged by email before the day of service and a price agreed.
- **Online discounts** are applied per customer entering their data online. A customer may enter another persons date, with their permission, to receive a second discount but more than one discount cannot be applied if the second customers details are entered as notes rather than a booking. If the second customers email address is not given then the invoice / receipt / certificate will be sent to the person booking.
- Work that cannot be completed due to **unforeseen issues** will be discussed with the customer before proceeding.
- We will clean all flues required to industry standard and **provide a certificate** by email. We will provide a HETAS certificate if asked for whilst booking, there is an extra fee for this. A HETAS certificate cannot be provided in retrospect as further checks need to be made.
- If an appliance is **incorrectly installed** as per current building regulations and thus cannot be swept. We will charge a fee for inspection of the appliance and our findings will be documented upon the certification. A quote for the remedial work may also be issued.
- To ensure that your chimney or flue is cleaned regularly and thus safe to use we will **contact you to arrange a sweep**, one year later. We prefer to contact you by email but may use text (SMS) messaging if we do not hold your email details.
- We provide an **online booking system** to help customers create an appointment that is convenient. Customers must wait for a confirmation email from a member of staff before the appointment is booked. We cannot be held responsible if this email does not reach the customer / if incorrect data is entered into the booking page or the customer does not check their junk or spam folders.
- We will sweep the flue or chimney when the customer books in and cannot be held accountable for any health issues caused by your open fire or woodburning stove working incorrectly due to **lack of maintenance** or blocked flue issues.
- Customers that are not present to give us access at the time of their appointment will be charged a **call out fee**.



Tel : 01462 671555

Web : www.chimneysweep.info

Email : office@chimneysweep.info

Book a sweep online : www.chimneysweep.info



- If you ask us to **access your roof via ladders**, we expect the roof to be safe for us to climb onto and will not be liable for broken tiles or damage made before our visit.
- Any work to be undertaken on the roof or from ladders will only be undertaken if **weather conditions are safe**. Work will not be carried out in winds or gusty winds of over 23mph. Work will not be carried out in the rain or snow or on a mossy roof.
- It is the **customers responsibility** to make sure that property is safe for our workers; dogs should be kept in separate rooms; cables should not be trailing; gas supply should be made safe ; chimney pots and stacks should be regularly maintained and thus safe to be swept. We cannot be held responsible for damage caused by loose chimney pots or cowls. If you think a pot or cowl may be loose you must inform us before work starts and the items can be checked via ladders, for which there is a fee.
- Roof work quoted for is an **estimated price** and the price may change once we have closer access and better visibility of the roof / chimney stack / problem.

BOOKING AN APPOINTMENT

Our website provides the facility to book an appointment for chimney sweeping services online. The booking service is provided by an external company via their website. Cleansweep Vac Services is entirely separate from this company. Their Terms and Conditions and their Privacy and Data Protection Policy can be downloaded from their website please see our Privacy Policy for details.

You do not need to register in order to book an appointment. However you will need to provide us with some personal details, such as name, address, contact number and email address. These details will be stored on the external website and also our online calendar. You can also book via email or telephone.

Customers that do register for our online portal, will have access to all invoices and certification since 2021 when the portal was set up. Earlier records may be requested for a small admin fee.

Our privacy policy can be downloaded from our website www.chimneysweep.info

Updated August 2023