



## Terms & Conditions

Sweep Spot based in Devizes, offers a professional, friendly, and reliable chimney sweeping service. To ensure we provide the best service for our customers and be transparent in all we do we have the following terms and conditions.

### Cancellations:

Should you need to cancel your appointment, please allow a minimum of 48hrs notice. We are a small business which covers a large area therefore ample notice is much appreciated. Any cancellation within the 48hrs will result in a £45 call out fee.

### Thatch properties:

Thatch properties, due to their construction, have strict requirements for insurance purposes. These can differ depending on your insurance company. Our sweep will ask to see your home insurance documents so they can check your property meets these requirements and advise you if necessary.

### Appointment time:

Please allow 30 minutes either side of your appointment time for our arrival. Although we try our very best to be on time, some jobs can take longer than expected. That being said, some may be quicker, allowing an earlier arrival time at your property. If we are running slightly behind schedule, we shall contact you to let you know.

### Prior to arrival:

Please do not use your chimney for at least 24hrs prior to our arrival. The heat can damage our equipment and potentially our sweep! Leaving 24hrs will allow adequate time for any embers to cool down sufficiently. If your flue is too hot, we will refuse to sweep and you will still be charged.

Please empty any logs or ash that are already in the appliance/fireplace as they will have to be removed during the sweep. Removing before our attendance helps speed up the process. We kindly ask you do not remove baffle plates/fire bricks etc as this makes it difficult when it comes to reassembling the appliance.

### Vehicle access:

We use various items and heavy equipment so parking on/close to the property reduces manual handling risks. It also makes the process much quicker.

### Access:

Please ensure you are in at the time of the booking or have a left a key out for us as discussed prior to your appointment.

### Help us help you:

Where possible, please move any furniture that is in close proximity to the fireplace away (ideally 2 meters) so that there is room for our equipment. We have our own floor runners so rugs will be protected and therefore can be left in situ. Having a clear workspace limits trip hazards protecting both your home and our sweep.

### The sweeping process:

At Sweep Spot we want to provide a thorough sweep, leaving the appliance/fireplace as we found it - if not cleaner! Therefore, to stop any dust escaping our hoover will be running for the majority of the visit. This causes lots of noise so please be mindful of this if you are working from home/have children or animals that do not like loud noises. We will lay floor sheets down and this will be our working area. There is a small chance small soot deposits can be on the sheets, so we ask that no persons or pets walk on these. Sweep Spot take no responsibility for any mess caused from persons/pets walking through the sweeps area.

Sweep Spot want to ensure your appliance is safe to use protecting both you and your property. If we discover anything unsafe, we will refuse to sweep it. We will discuss the issue with you and try our upmost to get the problem resolved. We will issue a warning notice sticker and inform you that you are not to use the appliance/fireplace. Sweep Spot will take no responsibility for any damage caused if a chimney has been used after we have issued a warning notice. If asbestos is discovered within any part of the chimney system, we will not sweep it due to the associated health risks.

### Bird nest removals:

There is a separate charge for the removal of birds' nests where it is permissible. Current legislation states "all birds, their nest and eggs are protected by the Wildlife & Countryside Act 1981, and it is thus an offence to damage or destroy an active nest or prevent parent birds' access to their nests". Sweep Spot therefore will refuse to carry out any requests of this nature and will be unable to sweep a chimney where there are nesting birds. Should nesting birds be discovered on arrival, a call out fee of £45 will be charged.

### Post sweep:

After we have swept your chimney, assuming there are no safety issues, we will issue you with a Guild of Master Sweeps certificate. Please keep this for you records and for insurance purposes.

### Gas fires:

We do sweep gas fires, but they must be removed prior to our arrival by a qualified gas safe engineer. Sweep Spot will not remove a gas fire prior to sweeping.

### Payment:

We take both cash and card payments or BACS. Any payments made after leaving the property are charged at an additional £5 due to the administrative burden checking we have received payment.

Complaints:

Sweep Spot strive to be the best we can, offering you the best service possible. If there is any aspect of our service that you are unhappy with or you believe we can improve on, please tell us either when we are on site or email [sweepspotchimneys@outlook.com](mailto:sweepspotchimneys@outlook.com)