



Cotswold Roof Cleaning Terms and Conditions

Here at Cotswold Roof Cleaning, we want all of our customers to understand our service expectations. We feel it is important to be fully informed on the services and our expectations. Please fully review and let us know if you have any questions or concerns about any information contained in our agreement. By accepting any verbal or written quotations from Cotswold Roof Cleaning, you verify that you've read and understood the terms and conditions agreement set out below.

Description of Binding Agreement

These terms and conditions serve as a binding agreement between the property owner, hereby identified as “customer” and “Cotswold Roof Cleaning” and its owners, employees, and subcontractors, hereby identified as “company/Us/We” for the execution or services in exchange for payment for residential or commercial roof cleaning services to include soft washing and scraping. The services that we provide to you are subject to the following terms and we reserve the right to update the terms and conditions any time without notice to you. You can review the Terms and conditions by clicking on the Terms and conditions links via our website.

Authorisations

Customer agrees to allow us on the property for the purposes of completing any of the services requested. Customer understands that the services we offer will be completed in the time-frame given during the quotation, sometimes due to various factors, service may run over schedule. Due to unforeseen circumstances such as bad weather, vehicle breakdowns or anything else reasonably out of our control, we may need to reschedule our service to the *next available* business day. Customer understands that we will do our best to accommodate for a quick reschedule but we will have to work around other scheduled customers and weather. We also have the permission to visit the property with little or no notice to assess service needs prior to the date of service, as well as to check completion after services have been rendered. Any issues need to be resolved by us.

Risks and Releases of Liability Acknowledgement

Cotswold Roof Cleaning engineers are well trained in the equipment used in the cleaning industry and take extreme precautions in making sure the company does not cause harm to your investment. We use safe techniques with the use of air scraping on delicate surfaces such as the roof itself, wooden fascias, windows etc. However, damage and discolouration can still occur to any delicate surface due to age, poor maintenance, neglect to the property and or low grade building materials. Routine maintenance per manufacture’s recommendations on the homes surfaces, should be implemented by homeowners to avoid any potential defects. We accept no responsibility for leaking gutters unless we have caused damage. Customer understands that by cleaning and clearing a gutter, issues may come to light that were masked by muck, and debris. For example, perished gutter seals may mean joints will leak when debris masking the joint is removed. Prior to cleaning the roof, any

areas of concern need to be addressed by the homeowner to insure a watertight seal. This will prevent damage from occurring. The homeowner assumes all the risks and takes responsibility for any damage that occurs due to improper maintenance.

On the date of service, we will note any pre-existing damage and take photos of any noted damage. If any new damage is found during the cleaning process, we will cease all cleaning efforts until the customer can see the damage and acknowledge its existence. Customer understands that the company has set procedures to ensure plant life around the area of cleaning is protected. If any issues arise with plant life around the area of cleaning, the company will evaluate to see if plant life will recover or if it has been killed. Company will then determine plan of action after evaluation of plant life.

Roof Cleaning acknowledgement

Customer understands that any existing damage, cracked tiles, loose cement or any other flaws in the roofing system may be more noticeable and apparent during or after cleaning. Company operatives will take photos where possible of any clearly visible damage prior to commencing the works. When the roof is covered with debris, those flaws may not stand out as much as it would be after it has been cleaned. Most of the time those issues are pointed out to the customer during pre-inspection or during cleaning process. Customer understands that the company may not find every flaw and is not responsible if it is more noticeable after cleaning unless it is found to be of negligence on company end. Customer also understands if we do a site unseen quote based off provided photos or use of google maps software, that we will not be able to note any flaws in exterior surfaces. If we do a site unseen quotation, customer understands we are not liable for any unacknowledged flaw and will do our best to point this out at date of cleaning. Customer understands that all of our operators have relevant roofing experience and knowledge, our roof cleaning service includes limited minor repair work as stated in your quote, any repairs required beyond your quote will be noted to you and an on-site quotation will be given for the works or if customer prefers we can simply just give our expert advice. If Customer requires and confirms that we should carry out any additional work, we will endeavour to carry out such work on same day where possible, however we may have to schedule the works for the next available business day if necessary. Customer understands that although every precaution and effort is taken by our experienced operatives to leave the site clean and tidy (most cases left cleaner than when we started!) that some small reminiscence of the cleaning works may become apparent after completion of service, customer shall allow at least 14 days to allow weathering to take it's course and property should return to condition before the service. Customer understands that our operators are not "window cleaners" and although every effort is taken to ensure windows are left spotless that in some cases you may notice dried beads of water, it is the customer's responsibility to have windows cleaned by a third party if required. Customer also understands that our roof treatment system is specifically designed for our cleaning services but it may cause some discolouration to the roof. Our treatment system will not cause any harm or damage to the surrounding plant life, environment or wildlife. It should be noted that our treatment is harmful to fish and therefore customer shall notify us of any ponds, lakes, tanks etc. on the property so that we can adequately prepare and ensure no harm is caused. Customer agrees to allow us to utilise their residential water source via outdoor supply and inside/outside electrical supply (if necessary), which will be turned on and easily accessible on the date of service.

On the Day of the Service:

1. Please have an outdoor water tap supply activated and accessible.
2. Please have all windows and doors shut tightly.
3. Please ensure you have shut off all outside electrical outlets and fixtures prior to arrival.
4. Please have all pets inside before and during cleaning.
5. Please clear the work areas of all items and remove all sensitive materials from the areas being cleaned such as flags, doormats, and vehicles. (we will do our best to assist moving plants, furniture etc. on day of service).
6. Please ensure you have notified any neighbours of the works so they are aware of noise, mess etc. on the day. We will ensure that any neighbouring property is left clean and tidy before we leave site.

Content Release & Use

Customer agrees to allow us to use any photos, videos, reviews or descriptions of the property in the context of advertising for the company. The company will use these photos, videos or descriptions without any compensation to the customer. The media will be solely used for advertising and training purposes. The customer agrees not to seek punitive action in a civil court or law regarding the use of the above media. We will not include sensitive information such as addresses or names.

If Any Damage Occurs

Cotswold Roof Cleaning will be obligated under our terms and conditions for any damage that was a direct result of operator error, negligence, or wilful misconduct. Damages must be discovered and reported to us *within 3 days* of completion of service. The company will be allowed 30 calendar days from the date of written receipt to inspect the premises and have the sole option in repairing or contracting repair to any damages that was result of negligence. Customer must allow us to return to rectify any issues and is not at liberty to withhold or deduct monies from agreed service costs unless agreed by us.

Roof Cleaning Guarantee Terms – Biocide Cleans Only

Our roof cleaning service is backed up with our industry respected 4 year guarantee, for **Biocide cleans only!** This guarantee guarantees ***no moss regrowth*** and is valid for a period of (4) four years from date of service completion. This guarantee may also be transferred in the event of property sale etc. however customer must request this and get written confirmation from us at least 30 days before transfer otherwise guarantee may be voided. Customer understands that guarantee will only be valid once full payment has been received.

Customer understands that our roof cleaning guarantee only guarantees against the regrowth of moss on your roof tiles and does not in any way guarantee the roof life itself, return of algae, or general dirt. There is a likely chance that algae will return first around velux windows. The tracks of the velux windows are a highly damp area, due to volume of rain water they hold.

It should be noted that every property environment is different and therefore we have reasonably set out the below limits in which we will honour our guarantee:

- Cotswold Roof Cleaning guarantees ***absolutely no moss regrowth (0%)*** within the first (2) two years of your guarantee.
- From year (2) two to year (3) three of your guarantee, you may or may not notice small signs of moss regrowth (this will be in extreme environments in most cases and is highly likely that your roof will be looking just as good as we left it).

- From year (3) three to year (4) four a small amount more of moss regrowth may or may not reappear.

 - After a period of (4) four years your guarantee will cease, however it is highly likely that you should expect no major moss regrowth for a longer period. Customer understands that the following may void guarantee:
 - Should any chemicals, paints, solvents etc. be applied to the roof without our prior knowledge and consent then your guarantee may be voided.
 - Should any person(s) carry out any works to the roof area without our prior knowledge or consent then your guarantee may be voided.
 - Should any tile replacements or cement works be carried out without our prior knowledge or consent then your guarantee may be voided.
 - Should any verbal or written routine maintenance advice given be neglected and ignored by the customer then your guarantee may be voided.
- If apparent moss regrowth appears on your roof within the (4) four year period then you should inform us as soon as possible and we will determine a plan of action and rectify at own cost if necessary.

Payment Terms

A non refundable 20% deposit is required at the time of booking. Remaining payment is due upon completion of Roof Clean (24 hours). Unless other arrangements were made between the customer and company prior to the clean commencing. If a different arrangement occurs, this will be documented and confirmed by both parties. We accept forms of payment to include cash or bank transfer. Customer understands that any relevant guarantee(s) may not be issued until payment has been received.

If payment is not received within 30 days past due, we reserve the right to file a civil claim and collect outstanding debt. Any legal fees incurred will be added to unpaid balance of the customer. We also reserve the right to refuse to continue business with a client who is currently past due, or who has been 30+ days past due more than once.

If, through no fault of our own or where customer could have given reasonable notice, customer cancels our services last minute after our operators have already arrived to service site then we reserve the right to charge customer 50% of the service amount. This does not affect your statutory rights. This contract is binding.

Acceptance of Terms

By accepting a quotation, the customer agrees to all the terms and conditions in this agreement. You authorise Cotswold Roof Cleaning to do the work as specified on the quotation. You release our company from property damage unless it is caused by negligence or wilful misconducts. We are not responsible for damage to loose material, paint, wood, trim or windows that was previously noted as damaged or found during the cleaning process.

Should you have any concerns or queries with our terms then please don't hesitate to contact the team on 01793 205053 or via email: info@cotswoldroofcleaning.co.uk with the subject "Terms of Service".