KEIRON CHEESBROUGH LTD
COMPANY POLICY

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Keiron Cheesbrough Ltd · Registered in England and Wales · Company no. 11885860 · VAT GB 318 9406 84

Cancellation Policy

Version 2 · Valid from 22 September 2026

This policy explains cancellation, missed visits, unused booked days, and non-refundable travel or accommodation for work with Keiron Cheesbrough Ltd.

It applies to all scheduled engineer visits, labour, and block bookings. Accepting our quote, or confirming a booking date, means you accept these terms alongside your quotation. The quote or estimate you accept is still the contract for that job; this policy is the detail for cancellation.

Missed Visits and Short Notice

If our engineer attends and is unable to gain access, or if you cancel with less than 48 hours' notice, a £65 cancellation fee per engineer will apply, plus any associated costs (for example travel, accommodation, equipment hire, parking, or congestion charges).

Travel and Accommodation

Accommodation (for example hotels) and travel (for example flights or trains) may still be chargeable even if more than 48 hours' notice is given, as these arrangements are often non-refundable or cannot be changed once booked.

Unused Booked Days

Block bookings, retainer days, or prepaid engineer days must be scheduled and completed within 12 months of the purchase date. Unused days after 12 months will expire without refund and carry a £65 administration closing fee per engineer, per day.

This closing fee is separate from the £65 missed-visit charge above.

Statutory Rights and Express Bookings

Who this section applies to. This section applies only if you are a domestic consumer (buying as an individual for private use, not for a business). It does not apply to business customers. Business customers cancel or change dates under the missed-visit and short-notice rules in this policy only.

14-day cooling-off (domestic consumers). If you are a domestic consumer and this contract was made at a distance or away from our premises, you usually have a statutory 14-day cooling-off period under the Consumer Contracts Regulations. Standard new installations for domestic consumers are scheduled after that period ends, unless you confirm an Express Request (below).

Express Request and Express Service Fee. An Express Request means you ask us to reserve an early installation date and to start work during the cooling-off period. An Express Service Fee of £100 + VAT is charged for that priority scheduling service (holding an early slot and expediting planning/resources). The fee is set out in the quote terms for Express jobs and is invoiced when charged (it is not a separate quote line). You will be shown the fee before you confirm Express.

What you agree when you confirm Express. By confirming an Express Request you:

- Ask us to provide the priority scheduling service and to start the works during the cooling-off period;
- Agree to pay the Express Service Fee of £100 + VAT;
- Acknowledge that once we have reserved your early slot and confirmed Express (that is, once the priority scheduling service has been provided), the Express Service Fee is payable and not refundable, even if you later cancel the installation before anyone attends — because that fee is for the scheduling service, not a penalty for cancelling;
- Acknowledge that once the works on the quote are fully completed, you lose your statutory right to cancel those works under the cooling-off rules;
- Agree that if you cancel after work on site has started but before the works are fully completed, you remain liable for: (a) the Express Service Fee; (b) a reasonable amount for labour and services already supplied; and (c) materials already supplied that cannot reasonably be returned or reused.

Important — cooling-off on the installation. Confirming Express does not remove your cooling-off right on the installation itself before those works are fully completed. If you cancel the installation within the cooling-off period before works are fully completed, you may still cancel those works under the Regulations, subject to paying for what has already been supplied (and the Express Service Fee as above).

Meaning of "fully completed". "Fully completed" means the works described on the accepted quote have been finished and, where the job includes supply and installation, the equipment has been installed and demonstrated or handed over to you (or we offered handover and you refused or failed to take it without good reason). It does not mean the final invoice has been paid. Materials delivered alone, or a survey alone, is not full completion.

How to Cancel or Change a Date

Call 0121 295 1925 or email info@keironcheesbrough.com as soon as you know you need to change a date or cancel. The time of the message counts for the 48-hour missed-visit rule above. If you are a domestic consumer cancelling within the cooling-off period, say clearly that you are cancelling under your cooling-off rights.

Law

This policy is governed by the law of England and Wales. The courts of England and Wales have exclusive jurisdiction.

UK law does not let a company exclude liability for death or personal injury caused by its negligence, or for fraud. We do not try to. If you deal as a consumer, your statutory rights are not affected.

Contact

Questions about this policy: info@keironcheesbrough.com or 0121 295 1925.