



# The 50plus



**Head office: 110A High Street Chesham Bucks HP5 1EB**  
Service Providers based near you

**0845 22 50 495 and local numbers**

## Standard terms and conditions

These terms and conditions apply to:

- (i) The 50plus (herein after 50plus) on-demand, otherwise known as 'time and materials' services and
- (ii) 50plus estimated services and
- (iii) 50plus Help services.

Please read this document carefully as it will tell you everything you need to know about the terms and conditions on which we will deal with each other.

Services are provided by 50plus franchises including those operated by The 50plus Organisation Ltd. and/or individual Helpers.

If you procure a service from:

- A 50plus franchise then your contract is with the franchise and the word 'us' in these terms refers to the franchise.
- An individual Helper then your contract is with the Helper and the word 'us' in these terms refers to the Helper.

You can see who is providing the service at the time you make an online booking. If you book by telephone you will be told who is coming to you and may check which part of the organisation he or she represents.

It is our intention that all the terms of the agreement between us (including details of the services and any goods or materials we provide) are contained in this document. If you have any questions or do not accept any of the provisions included in these terms and conditions, please let us know.

## Appointments, cancellations, pricing and access

50plus provides appointments so customers know who is coming and when. We do our best to keep to them as far as is feasible. If you need to postpone an appointment please let us know at least 24 hours in advance or by midday on the previous Friday if the job is for a Monday.

If you need to cancel an appointment please give us at least 24 hours notice or let us know by midday on the previous Friday if the job is for a Monday, otherwise a cancellation fee of the minimum one-hour charge will be applicable at our discretion.

Pricing for 50plus 'time and materials' works (general not the subject of a written estimate) is on a pay as you go basis. Where 50plus offers services on a 'time and materials' basis this means that you will be charged for the time taken to undertake the work, any associated procurement and management time and the cost of the materials. Pricing for 'time and materials' works are published on the 50plus web site and can be accessed from the front page. These are the applicable prices unless you are a Your 50plus member in which case the discount rate current at the time of booking will be applicable.

Pricing for services is variable by geography, service provider/helper and service type. You will see the applicable charges at the time of making an online booking unless they state 'call' in which case you will need to call the booking office to obtain pricing information. If you choose to book by telephone you will be told the charges at the time the booking is made. You can check pricing for a job by logging into your account at anytime.

The 50plus web site provides details of a range of common smaller jobs, likely tasks and duration from which likely costs can be calculated.

50plus on demand, estimated and Help service prices apply 0800 to 1800 Monday to Friday. We charge an additional 30% for working on evenings and on Saturday mornings and an additional 50% working on for Sundays except where the 50plus service provider or Helper has agreed to work at the normal rate and notified you in writing.

You must let us know of anything, which may present a hazard or danger to anyone carrying out work in or on your property. You must also make sure that we have clear access to any relevant areas and provide us with a supply of mains electricity and water. If we incur additional work or expense as a result of your failure to provide us with clear access, mains electricity and water, we may charge you for that additional work and/or expense.

Unless we are responsible for it, we will not include loss or damage to your property (including any cleaning needed) or any other type of loss. If access has to be made to your property to complete a repair, we will fill any holes and leave the surface level but will not replace the original surface or construction unless such works are specifically included in an estimate. Any redecoration or repair of damage that may be needed following our work is your responsibility, unless we have been negligent or have specifically included the work in our estimate.

### **Payment for works**

Unless you have set up a credit account with us payment for works totalling less than £1,000 including VAT and materials is due on completion of the works.

Payment for all works over £1,000 including VAT and materials is 50% upon acceptance of the order and 50% on completion. Payment is due immediately on completion unless you have set up a credit account with us, in which case you will be invoiced with the invoice payable within 14 days.

We prefer debit/credit card payment, which you may make online via our web site, by telephoning our office or electronic fund transfer. All such payments are fully secure. You may also pay by cheque. We prefer not to accept cash.

Unsettled bills will be charged interest at 5% over the Bank of England base and interest accrued weekly.

An administration charge of £10 is payable in respect of each cheque we present for payment that is dishonoured by your bank for whatever reason.

Any parking or road charge fees we are required to pay will be added to your invoice. If you live in an area with restricted parking please let us know. We do ask that where applicable customers supply a resident's parking / visitors permit to allow us to park. You as our customer are responsible for the supply of suitable parking either by the use of a parking space or the purchasing of visitors permits.

Time spent obtaining materials is chargeable.

### **Warranty, obligations and right to cancel**

We guarantee all parts and labour for 90 days from the date of completion of the work provided that our guarantee will not apply where faults are caused wholly or in part by your (or any other person's) misuse or neglect of those goods and materials or as a result of fair wear and tear. Any guarantee we offer does not affect your legal rights including those rights under the Sale of Goods Act 1979 and the Supply of Goods and Services Act 1982. You can get information about your rights from a Citizens Advice Bureau or Trading Standards Department.

We will not be responsible for our failure to meet any of our obligations under this agreement because of circumstances beyond our control.

If you are a tenant you will need your landlord's permission to allow us to carry out the work. If the property is a listed building you may require planning permission. In either case it is your responsibility to obtain any permission required for the work.

Notice of your Right to Cancel. You are entitled to cancel this agreement. If you wish to cancel, you **MUST DO SO IN WRITING** and deliver personally or send by recorded delivery or registered post to 50plus at the address on the front of the estimate **WITHIN 7 DAYS** starting from the date the agreement is signed. Notice of cancellation is deemed to have been served as soon as it is posted or sent to us or in the case of electronic communication, from the date it is sent to us.

We may cancel the agreement at any time by giving you written notice. If we cancel the agreement without good reason, we will pay you any reasonable costs you incur as a direct result of the cancellation.

### **Estimate validity, project management and pricing**

50plus provides estimates based on our professional judgement of the time, material and other costs such as project management required to undertake the work. Estimates are normally provided free of charge. Smaller jobs of up to a day in duration will normally be estimated over the telephone on a 'time and materials' basis.

Please note that investigative work that requires the use of tools is chargeable.

Larger jobs may require a visit to enable an estimate to be provided and generally this will be in writing. For larger works a volume discount is applied, day rates are available and are included in estimates where appropriate.

We will do our best to complete the work and provide the goods and materials for the estimated amount. However, due to unforeseen circumstances, we may incur additional costs above the estimated amount. In this event, we will let you know as soon as possible and explain the reasons for the additional costs and ask you to accept an amended estimate to cover the additional costs. Estimates are subject to any significant supplier price variations outside our control.

Estimates provided by us are valid for twenty-eight days from the date they are given. We may vary or withdraw any estimate at any time before you accept it. The price payable by you is the price stated as the total on the estimate.

Unless stated otherwise, our estimates:

- Include the supply of all the necessary items, parts or materials and the time needed to obtain them, including where necessary the support work by our office personnel to specify, order and deliver (or arrange delivery of) required parts. If the estimate states that we will be using items, parts or materials supplied by you then you must ensure that they are available when the work commences and are of the correct type and quantity. Please consult us if you need advice.
- Include project management time by our office and field personnel.
- Will state if disposal of waste is included or excluded. Where the estimate:
  - Excludes disposal of any items. To comply with waste disposal regulations we do not remove or transport any waste. We generally recommend a Hippo Bag, a professional waste carrier such as Any Junk or a skip collection and can arrange these for you should disposal of waste be required.
  - Includes licensed disposal of waste by means of a Hippo Bag, a professional waste carrier such as Any Junk or a skip, the supply, collection, recycling and licensed disposal is included our estimate.
- Assume for electrical works that the existing electrical installation meets current regulations, especially with respect to equipotential bonding (earthing) unless we have stated otherwise.
- Assume for tiling work that wall and floor tiling will use ceramic tiles of circa 150mm x 150mm or similar laid in stack bond.
- Assume for decorating work that the room is 'clear' of ornaments and other loose items. The need to clear a room can add to estimated charges.
- Are dependent on nothing untoward being found during works or any changes made to the scope of works.

### **Project Management and staffing**

The 50plus office manages assignment of personnel and may also be involved in ordering materials for your project. For the duration of the project your first point of communication should be to the personnel carrying out the works. However you are always welcome to call or email the office. Full details of how to contact us are provided on our Contact Us web page. Following completion of the works we very much welcome comments via the form on our web site. You may also telephone or write.

50plus and its franchises use its own employees and suitably qualified independent contractors under authority from 50plus to provide the services. Independent contractors have no authority to incur liability on behalf of or to act as an agent for 50plus or any franchisees.

### **Credit checking**

50plus may check your details with one or more licensed credit reference and fraud-prevention agencies. 50plus and they may keep a record of this search and the payment details from your account, and share it with other organisations. If a person provides false or inaccurate information and we suspect fraud, this is also recorded. This information may be used by 50plus, and other organisations may search these records to:

- Help make decisions about credit and credit related services for you and members of your household
- Help make decisions on motor, household, credit, life and other insurance proposals and insurance claims for you and members of your household.
- Trace debtors, recover debt, prevent fraud and manage your accounts or insurance policies;
- Check your identity to prevent money laundering, unless you give us other satisfactory proof of your identity; and
- Carry out statistical analysis about credit, insurance and fraud.

They, and other credit and insurance organisations, may also use technology to detect and prevent fraud. If you need details of those credit agencies and fraud-prevention agencies from which we get, and with which we record, information about you, please write to the Data Protection Manager at 110A, High Street, Chesham HP5 1EB. If you would like full details of how 50plus uses your personal information, please write to the Data Protection Manager at 110A, High Street, Chesham HP5 1EB.