

# **EMERGENCY CALL OUT ADDITIONAL TERMS AND CONDITIONS**<sup>01/02/15</sup>

All emergency work undertaken is subject to the standard and also these additional terms and conditions.

## **CALL OUT FEES**

Are payable whatever the outcome of the emergency works undertaken.

Once we are in transit to you the full call out fee is payable.

If you cancel the call out before we are in transit to you, there is a £25 cancellation charge.

If you call after 11pm and before 8am, and after advice given do not request us to attend, a £25 advise fee is payable.

If you call us between 8am and 11pm there is no charge to discuss your emergency.

During hours between 11pm and 8am, our obligation is make safe and effect, damage limitation. This may be to turn off the water supply, however we will work at your premises for up to 1 hour if a repair or temporary repair can be accomplished in this time.

## **ACCESS TO WATER SERVICES**

It is assumed there is reasonable workable access to either the internal mains water shut off valve or the valve located outside the property.

In the unlikely event both are in accessible or unknown locations, then it is possible the main water if needed cannot be turned off, the call out fee and time spent is still payable.

If you do not know where the main water cut off valve/s are located, you agree, as best you can, to look for them whilst we are in transit to you, in order to safe critical time once we have arrived.

## **ELECTRICAL**

In the unlikely event that the main electrical suppliers fuse has blown, The electrical supplier may have to replace the fuse.

It is assumed there is reasonable workable access to your electrical destitution board ( Fuse box).

It is assumed there is reasonable workable access to your electrical suppliers main fuse.

## **SAFETY**

It is assumed we can work safely at your property, if the emergency has made access dangerous, for example fire, then we may not be able to gain access. The call out fee is still payable.

## **GAS LEAK**

You are advised to call the emergency gas services, this is a free service. They will attend and make safe. In summary they will advise you to turn off the gas supply at the meter, open all windows to ventilate. Also advise you not to operate any electrical circuits.

## **CANCELLATION**

As stated in the standard terms and conditions, your right to cancel these works and benefit from a seven day cancellation period is waived by yourself.

## **COMPLAINTS**

As per the standard terms and conditions , any complaints, concerns or reservations must be notified to us as soon as possible and not let WTS Ltd carry on with any works if you have knowledge of a pending concern, and complaints must be followed up in writing, explaining exactly what any issues are, within seven days, you agree to offer us the first opportunity to address the issue and if necessary to carry any necessary works to make good .