

LATE KEY WAIVER

Your removal quotation has been prepared assuming we will have access to your new property from 1pm on the delivery date agreed. On the day of the move however, sometimes things can happen which are out of your control. Our late key waiver is designed to save you stress and money in the event that our removal team cannot gain access to your new property at the agreed time. This could be due to a delay with the transfer of money within the removal chain, or a delay in the vendor moving out.

If our removal team are loaded and waiting outside your new property but cannot gain access to it, there will be an additional cost of £20+VAT per crew member, per hour or part hour, until the time we gain access. This is outlined under clauses 1.2.10 and 12.2 of our Terms and Conditions.

For example if we arrive at your new property at 1pm with a team of 3 crew, but cannot gain access until 4pm, there will be an additional cost of 3 hours per person (£180+VAT in total).

Our waiver is charged at £60+VAT and is designed to save you a lot of money in the event of a delay beyond your control. It gives you the flexibility and security of a three hour waiting time, after which our crews will unload your belongings until 7pm, or until their working hours are up according to the Working Time Directive.

Please note: The waiver does not cover the event of us being unable to access your property at all on your removal day. In this instance, storage and re-delivery charges would apply. We reserve the right to charge up to £60+VAT per hour after the three hour waiting time is up.

If you would like to add the additional security offered by our Late Key Waiver to your booking, please indicate this by ticking the appropriate box on your Acceptance Form.



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