



## **TERMS AND CONDITIONS 2024**

Membership

Appointments

Repairs and Part Replacements

Unforeseen Circumstances

### **MEMBERSHIP**

1. A Chimney Club member is an individual with an active subscription for regular payments towards a chosen membership of the Chimney Club.
2. The Chimney Club provides a service to guarantee the regular maintenance and care of a member's designated stove(s) or fireplace(s) and chimney flue(s).
3. A qualified chimney sweep/engineer undertakes all site appointments. They will also make appropriate recommendations on aspects of the home and maintenance schedule guided by an established regulatory authority (HETAS or other recognised bodies).
4. Members choose their membership and are responsible for ensuring it is most suitable to their setup and lifestyle, amount of use and any insurance requirements. If members have a particular insurance schedule for their property then they can contact the office who will try to accommodate where possible. It remains the member's responsibility to ensure they meet the requirements of their specific home and building insurance.
5. A member's contract will be issued at the start of membership and identifies coverage and their chosen membership. Available subscriptions differ in terms of frequency of entitled appointments, and may or may not include small replacement parts. Members have a 14 day cooling off period from their start date but clause 8 and 9 still apply.

6. A member's subscription fee is paid in advance by direct debit and ensures their membership and entitlement remain active. Where a member's subscription is not received by the Chimney Club, attempts will be made by contacting the member to reactivate the subscription and therefore the membership coverage.
7. The Chimney Club may increase membership prices in any 12 month period and members will receive 60 day's notice.
8. Subscriptions can be upgraded or cancelled at any time and are non-refundable. This can be done by contacting the office directly.
9. Where a member cancels their subscription within 6 months of a fulfilled appointment, an invoice will be issued to recover the cost of this visit minus any payments made since.

### **APPOINTMENTS**

10. Chimney Club members are guaranteed regular stove service and chimney sweeps, the frequency indicated by their membership subscription.
11. A Stove Service includes a thorough clean, safety inspection of the appliance and smoke test.
12. A Chimney Sweep includes the sweep of a flue or flue liner, a smoke draw test, and a CCTV check to assess condition and safety for use.
13. Members are issued with a Certificate which is a legal document that can be presented to insurance companies. The Chimney Club retains a copy of this certificate which can be provided if requested.
14. Where an additional annual sweep is included in a selected subscription, this is performed with a stove safety check but does not include an additional stove service.
15. Any additional sweeps or visits required outside of a membership are chargeable.
16. Chimney Club appointments can be booked up to six weeks in advance, with any immediate requirements subject to availability.
17. Chimney Club members can reschedule their appointments free of charge up to 48 hours prior to their appointment. If members reschedule within 48 hours of a booked appointment then a call out charge will apply for costs incurred.

18. Where an appointment has been agreed and booked, if the property is found unattended, or a chimney and/or stove has been used within 24 hours prior, this appointment will not be fulfilled. Another appointment will be offered but a call out charge will apply for costs incurred.
19. In the rare event that a bird's nest is discovered in a chimney at a Chimney Club appointment, we can only provide a stove service on the day. Removing the nest and an additional visit to complete a chimney sweep will then be chargeable and can only be undertaken outside of the nesting season.

### **REPAIRS AND PART REPLACEMENTS**

20. During any appointment, part of a sweep/engineer's due diligence is to assess for and make recommendations for any needed replacement parts, repairs or additional maintenance needs. This is to ensure the property and its occupants are not put at risk and to promote efficient use of the stove covered and avoid costly repairs further down the line.
21. Chimney Club sweep/engineers carry generic vermiculite material that can be cut to replace most stove firebricks (also known as stove liners), they will also carry generic fire rope and glass seals for replacement. These parts may be able to be fit during appointments, where appropriate and time permitting. These parts are chargeable unless a member's coverage includes a 'Plus' element included in their contract.
22. Wherever possible the sweep/engineer will attempt to make any needed repairs within the Chimney Club appointment booking. Additional time is chargeable and may require a separate booking.
23. Members are encouraged to communicate any issues or concerns they have about their stove(s) or fireplace(s) and chimney flue(s) prior to their appointment. This allows any identified needed parts to be discussed and wherever possible sourced in advance, and any anticipated additional time or cost to be agreed.
24. Members will be kept informed of the level of need and cost prior to any works being carried out. All parts, materials and overtime are chargeable to the customer unless included within a 'Plus' memberships.
25. In the unfortunate event that your stove and/or flue liner is found dangerously unsafe to use, your Engineer will communicate with you and make recommendations for repairs.

## **UNFORESEEN CIRCUMSTANCES**

26. The Chimney Club may need to reschedule appointments at short notice due to unforeseen circumstances. The Chimney Club team apologise in advance if this occurs and will endeavour to rebook these appointments as soon as possible at a convenient time for its members.
27. Chimney Club sweeps/engineers perform risk assessments for every visit and use protective equipment to minimise risk to themselves and others. Every effort is made to reduce the risk to property. We ask that members work with our Engineers to bring any risk down to an acceptable level. Where this cannot be done then the Chimney Club reserves the right to protect the team and may refuse to complete appointments until these conditions are met.
28. Chimney Club members must ensure that there is clear access to the appliance to be maintained and are responsible for removing any breakable or valuable items from the immediate area.