



1. General All services provided by Kersten (UK) Ltd are subject to the following terms and conditions. By accepting a Quotation or issuing a Purchase Order, the Client agrees to be bound by these terms.

2. Provision of Services We agree to provide sweeping and site maintenance services as detailed in the Quotation. Any work exceeding the quoted time-frame will be automatically charged at the next applicable service tier (e.g., from Minimum Call-out to Half-Day, or Half-Day to Full-Day).

3. Access and Site Conditions The Client must ensure that the site is accessible and clear of obstructions at the agreed-upon time. If our vehicles are unable to access the site due to locked gates or parked cars, a "failed attendance" fee may apply.

4. Payment Terms

- Invoices are issued upon completion of the service.
- Where site conditions require time beyond the initial agreement, the final invoice will reflect the higher service tier reached
- Unless otherwise agreed in writing, services are provided on a **Pro-forma** basis and payment must be cleared prior to the commencement of work.
- We reserve the right to charge interest on late payments in accordance with the *Late Payment of Commercial Debts (Interest) Act 1998*.

5. Minimum Booking Charges

- Our services are quoted as fixed-tier bookings (e.g., Minimum Call-out, Half-Day, or Full-Day).
- These tiers represent a flat-rate charge for the completion of the specified task and the associated mobilization of specialized plant.
- If the specified task is completed in less time than the allocated tier, the full tier rate remains payable.
- Early completion of the task terminates the site visit, allowing for the safe demobilization and departure of the vehicle and operator

6. Cancellations Cancellations made with less than 24 hours' notice will be subject to a cancellation fee of 50% of the quoted value.

7. Liability Kersten (UK) Ltd maintains full Public Liability Insurance. We shall not be held liable for damage to surfaces that were already in a state of disrepair or for underground services not clearly marked by the Client.

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8. Traffic and Transit Delays

- The quoted time-frame includes the transit time between our yard and the Client's site.
- While we endeavour to arrive at the agreed time, Kersten (UK) Ltd cannot be held liable for delays caused by congestion or road traffic incidents.
- Time lost due to significant traffic delays during the journey to the site or between sites will be treated as billable time within the allocated tier.

9. Waste Disposal and Tipping Procedures

- If off-site tipping is required and the vehicle becomes full during the allocated service period, the time taken to travel to a disposal point, tip the load, and return to the site is fully billable.
- If the time remaining in the booked tier after tipping is insufficient to reasonably return to the site and resume work (e.g., less than 45 minutes remaining), we reserve the right to terminate the visit at the tipping point.
- The Client remains liable for the full rate of the booked tier in these circumstances.

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