

Waiting Time Waiver

When we assess your move we endeavour to include in our calculations the time required for your move without accounting for unforeseen delays. Waiting time is not charged if your removal crew is delayed by traffic hold ups. Removal Companies have to make this charge to cover their costs as starting later will mean finishing later and staff will need to be paid extra hours.

So why might there be a delay between arriving at the new house and being able to begin unloading?

There are several reasons why access may not possible to your new property and most of them are outside your and our control examples include:-

- The previous owners haven't vacated yet – quite common if they are moving themselves
- There is a delay with money transfers and your keys have not yet been released. It is important to remember that the money moves up the chain, so if yours is a particularly long chain and you are near the end there is quite a high chance you won't get keys until early afternoon and don't forget most solicitors will go to lunch between 1pm and 2pm.
- There are legal issues with completion somewhere in the chain.

No one wants to talk about things going wrong when you move house so when choosing your removal company always ask about their waiting time charges and if they offer a waiver. Some removal companies may not discuss these with you up front and hide them away in their small print.

In most cases when buying and selling a property we will get access to commence unloading to the new property by 2.00 pm.

If, however, we have to wait until after 2.00 pm then we will levy a charge of £30 per crew member per hour.

If we arrive after 2.00 pm then charges will commence from our arrival time.

By agreeing to our T&Cs it will be taken that you understand and accept this waiting time charge.

To give you extra peace of mind we can also offer a 'Waiting Time Waiver'. This requires a one off payment of £250

Taking this option means that there will be no further charges up to 5.30 pm.

If we are still waiting after this time then previous waiting charges will commence from this time or alternatives may have to be found regarding unloading/storage .

Name.....

Date.....

Please indicate yes or no

I wish to purchase Waiting Time Waiver yes no