

Site Preparation

- Preservation and remedial works can be extremely dirty and dusty. To ensure the effects of this dust and dirt are minimized the following action must be taken prior to our arrival.
 - Clear all rooms and areas to be treated (including access routes), of floor coverings, furnishings and contents. Rooms should be completely empty for treatments and further inspections. Where access is required through rooms or other areas of the property, these areas should also be cleared and furniture covered to prevent damage.
 - If the rooms cannot be completely cleared, then all items should be adequately protected from dust and liquids and at least 2.0 metres clear access should be provided.
 - If these conditions cannot be met, please contact Biocraft prior to commencement of work so arrangement can be made for our operatives to bring additional protective materials.
 - If prior notice is not given or preparation conditions are not met, labour and materials will be charged at rates indicated in the current schedule of rates for all area preparation works not included in the quotation.
 - Biocraft accepts no responsibility for damage caused due to the work area not being cleared or properly prepared by the client.
 - Following works that involve the removal of internal plasterwork or other activity that generates dust, Biocraft recommend that the client engage the services of a professional house cleaning service following the completion of the work.
 - Please ensure any children or pets are kept well away from work areas during the course of all preservation work.

Party Wall etc. Act 1996

- Party walls are the joint responsibility of the adjoining owner and where work to a party wall is involved, the client must inform the owner of the adjacent property and gain consent for works to be carried out on the party wall. The client should also inform the owners/occupants of the adjacent property of the start date and time and the anticipated duration. The law requires the client to give at least two months' notice prior to the commencement of the work. For more information on the Party Walls etc. Act 1996 please contact Biocraft.

Availability of work area

- Should the building, area or room to be treated not be available on the day agreed for commencement of the works, the client should give Biocraft at least 24 hours notice so an alternative day can be arranged. Should Biocraft operatives arrive on site and not be able to proceed with the agreed works due to the site, area or room not being prepared in advance or for any reason beyond our control, a revisit charge of £300.00 may be applicable.

Work specification and additional works

- Biocraft reserve the right to change the treatment and work specifications based on site conditions and/or safety assessments.
- Should additional works be required, agreement from the client will be sought prior to carrying out these extra works.

Service Provision by Client

- A safe 240V electrical supply must be provided within 5m of the area to be treated. If this is not possible 3 days notice must be given to allow Biocraft Ltd to provide a generator. This will be provided at the local hire rate.
- Mains water must be provided within 5m of the area to be treated. If this is not available 3 days notice must be given to the company in order to arrange pre-mixed chemicals to be supplied. This may involve extra cost to the client.
- Toilet and hand washing facilities should be available to the operatives.
- Parking permits should be provided if off road parking is not available. Any parking charges will be charged as an extra if permits not provided.

Payment of Invoice

- Accounts are to be paid in full on receipt of invoice by return post or prior to the due date that is indicated on the invoice. Any dispute with the account must be raised within 2 days of completion of works and any outstanding issues to be addressed in accordance with current non-payment policy.
- Should any invoice remain unpaid after 30 days, interest at 5% above current base rate will be charged per month until the account is settled. Non payment of invoice and any debt collection costs will invalidate long term guarantee.
- All goods supplied remain the property of Biocraft Ltd until the account is settled in full. Biocraft Ltd reserve the right to remove any goods supplied if the account is not settled within 90 days.

Contacting Biocraft in Emergencies

- Biocraft can be contacted in emergencies on 0118 945 1144

Biocraft periodically updates these general notes to reflect changes in working procedures. Please check with Biocraft staff, prior to work commencing, that you are in possession of the latest edition.