



Cancellation and Postponement Policy – Residential Removal Services

Berkshire Removals Ltd (“We”, “Us”, “the Supplier”) operates a cancellation policy for our Customers (“you”, “your”, “the customer”) in accordance with our General Terms and Conditions. We reserve the right to change this policy from time to time and you should make sure you keep up to date with changes to our cancellation policy which can be found on our website www.berkshire-removals.co.uk.

Changes and excessive delays on the Removal Date:

1. If you are unable to use our Removal Service on the agreed Removal Date in the Service Order Form, we welcome one substitute date attending your place at no additional cost. For security reasons, all requests for substitutions must be received via email at least 10 days before the Removal Date to info@berkshire-removals.co.uk.
2. Changes will become effective on the date of written confirmation.
3. Key waiting times and distances:
 - a. Keys should be provided between 12pm-4pm on completion day.
 - b. If keys are delivered after 4pm a charge of £50 per hour is to be incurred.
 - c. If keys are not delivered on completion day, additional costs/storage costs will be incurred until a new removal date has been agreed between you and us.
 - d. **In the case of postponements and cancellations:** If the removal journey falls outside a 30-mile radius or over 90 minutes, whichever is shorter, you may be subject to additional charges including but not limited to overtime, accommodation and other reasonable expenses.

Cancellation policy:

1. Cancellations must be received in writing (via email or post) in advance of the Removal Date.

The following cancellations charges apply in the following notice periods:

| Notice Period | Charge |
|----------------------|---------------------------------|
| More than 10 days | No Charge |
| 8-10 days | 30% of the Removal Service Fee |
| 1-7 days | 60% of the Removal Service Fee |
| Less than 24 Hours | 100% of the Removal Service Fee |

Amendments/Cancellation by us.

1. Amendments: We reserve the right to modify the programme up to the day of the event but only to ensure we comply with Clause 3 of our General Terms and Conditions. Regrettably, this means no refunds can be issued in line with the cancellation policy.
2. Cancellation: If unforeseen circumstances cause us to cancel a scheduled Delivery a full refund will be made.
3. Cancellation: If, for any reason, we have to cancel an event, we accept no responsibility for covering travel, hotel or other costs incurred by you.