House service booking terms

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These terms apply to prepaid domestic service appointments sold by House of Willow Alexander Ltd through the House of Willow Alexander, Willow Alexander Gardeners, Willow Alexander Cleaners, Willow Alexander Handyman and Willow Alexander Window Cleaners service channels, including bookings arranged through HoWA. House is the seller. A House Approved trade professional fulfils the work on House's behalf. Design, consultancy, separately quoted construction or landscaping projects, shop purchases and business customer contracts require their own applicable terms.

1 Your service supplier

Your contract is with House of Willow Alexander Ltd, company number 15062693, whose registered office is 12 Hatherley Road, Sidcup, Kent DA14 4DT (House, we, us). You can contact us at sales@willowalexander.co.uk, by post at our registered office, or through the contact route shown in your booking confirmation.

Your service is fulfilled on House's behalf by a House Approved trade professional. This may be a House team or a separate service business, including a Willow Alexander service company, appointed by House. "House Approved" means approved by House for the work we appoint them to perform; it is not a statement of approval by an independent regulator. House remains responsible to you as the seller for performance of its service contract, including the work it subcontracts. You do not have to pursue the attending professional or business before raising a claim with House.

The booking information identifies the delivery business where it is already allocated. If allocation is pending, we will say so and give you the business's identity before attendance. We will tell you if the allocation changes. A change of delivery business does not change House as your seller; any material change to an agreed service or expressly agreed provider requires your agreement. A service brand name alone is not the legal identity of the business attending.

2 Your booking and payment

Your booking becomes binding when House sends confirmation accepting it, including an acceptance issued on House's behalf through its booking system. An enquiry, quotation request or automated receipt is not acceptance unless it expressly says so. The confirmation identifies the service, agreed scope or time allowance, appointment arrangements, total price and any agreed extras. If we cannot accept the booking, we will tell you and refund any payment taken for it.

The service is prepaid. The total price, including applicable taxes and any mandatory charges, is shown before you commit. Additional work or charges require your agreement before they are incurred.

The booking description states what labour, materials, equipment, waste removal and access arrangements are included. We will agree any additional charge before carrying out additional work or buying extra materials. Where goods are separately supplied, their applicable consumer rights are unaffected.

House accepts your booking and receives your service payment through its payment processor. House is the service seller and merchant; HoWA does not collect, hold, receive or settle that payment on our behalf. The payment page identifies House and the expected statement description before you pay. Successful payment to House through its authorised payment processor satisfies your payment obligation to that extent. House pays any delivery business it appoints separately and is responsible for service refunds. Internal settlement issues do not require you to pay twice or delay a refund or remedy legally due from House.

To book or manage House services online through HoWA, you need a HoWA account and must activate or claim your separate House account. HoWA's platform terms govern that digital relationship. House's terms govern the service. Account linking does not transfer your service contract or payment to HoWA. You may contact House directly about a booking, cancellation, complaint or claim without activating or keeping a HoWA account. Activation does not itself enrol you in a paid HoWA membership.

For a recurring plan, the agreed plan information must also state the visit frequency, price, minimum term if any, renewal arrangements and how to end the plan before you commit. Cancelling one appointment does not itself end a continuing plan. The appointment cancellation rules below apply to visits; they do not create an undisclosed minimum term or early termination charge for the plan.

3 Timed services and fixed scope services

The booking confirmation will identify whether you are buying a specified amount of time or a defined scope of work.

For a timed service, the confirmation will state the allowance and whether it means team attendance or total person-hours. One hour of attendance by two professionals is different from one person-hour of work. Necessary preparation and clearing up count within the allowance only where this was explained before booking. Travel between customers and unrelated breaks do not count as service time.

For a fixed-scope service, the price covers the agreed work. Any stated duration is an estimate unless expressly guaranteed. Finishing sooner does not by itself create a refund entitlement if the agreed work has been properly completed.

We will not retrospectively convert a timed booking into a fixed-scope booking to justify a shortfall. An arrival window is distinct from the service time purchased.

4 Access and changes to the appointment

Please provide accurate instructions and any access, parking or other facilities agreed for the service. Tell us about known hazards and relevant restrictions. We may pause work where it cannot be carried out safely and will explain the issue and available options.

If access is unavailable because you have not provided agreed access, the cancellation and no-show provisions below may apply. No charge is automatic where the issue is our responsibility.

We will tell you as soon as reasonably practicable if we expect a material delay or need to change the appointment. A material change to the agreed service requires your agreement. If we cancel or cannot supply the service as agreed, you may choose an acceptable alternative or a refund for the service not supplied, without restricting any other remedy required by law.

5 The 24 hour cancellation policy

You may cancel or request to reschedule by using the booking contact route or emailing sales@willowalexander.co.uk. Please include your booking reference. The notice period is measured against the scheduled start time stated in your confirmation, using the local time at the service address.

At least 24 hours before the scheduled start: cancellation of the appointment receives a full refund of the prepaid appointment price. Rescheduling is subject to availability.

Less than 24 hours before the scheduled start, or a no-show: we may retain the full prepaid appointment price where it reflects our reasonable net loss. We will deduct costs saved and any loss avoided through replacement work, take reasonable steps to reduce our loss, and refund any excess. The charge will not exceed the appointment price. We will explain the calculation on request. A late request to move the appointment may be treated as a cancellation unless we agree otherwise.

This commercial policy does not override a statutory cancellation right, our responsibility for a service failure, or your rights concerning defective work or damage. Where a commercial cancellation refund is due, we will make it without undue delay and within 14 days of receiving the cancellation notice, normally using the original payment method and without a refund fee.

6 Statutory cancellation and early performance

For an eligible service contract made online, by telephone or away from our business premises, you generally have a statutory right to cancel without giving a reason until the end of 14 days after the day the contract is made. The law may extend this period if required cancellation information has not been provided. You can cancel by a clear statement using our contact details; the optional form at the end is not compulsory.

If you want the service to begin during that period, we will ask for your express request to start early. We will also ask you to acknowledge in advance that you lose the statutory right to cancel once the service has been fully performed.

If you exercise a valid statutory cancellation right before work starts, we will refund the service payment even if the appointment is less than 24 hours away. If you requested early performance and cancel after work starts but before completion, you may have to pay a proportionate amount for what has been supplied, subject to the statutory conditions. We will not impose the commercial late cancellation charge in place of that statutory calculation.

We will make a refund due under the statutory cancellation right without undue delay and within 14 days of being informed of cancellation, normally using the original payment method, unless you expressly agree otherwise, and without a refund fee.

Once the service has been fully performed following the required early-start request and acknowledgement, that statutory change-of-mind cancellation right ends. Your rights concerning defective work, damage and other breaches remain. A completed service does not carry an unlimited change-of-mind refund entitlement.

7 Photographs and digital service records

We use ServiceOS and associated professional applications to document and manage services. Records may include photographs of relevant areas before, during and after work; check-in, checkout, arrival and departure events; dates, times and available location information associated with attendance; the professional or team account making an entry; work summaries, checklists and notes about access, delays, interruptions, instructions or changes. Not every type of record will be available for every visit.

We use relevant records to organise and verify services, maintain quality and safety, investigate complaints and handle claims. Photography should be limited to what is reasonably necessary for these purposes, avoiding people and unrelated personal information wherever practicable.

Our Privacy Notice explains how House, appointed trade professionals, ServiceOS and other relevant service providers handle information, the purposes and lawful bases, retention arrangements and your information rights. Where you link a HoWA account, relevant records are shared as explained in the House and HoWA privacy notices and the linking information. Booking a service is not consent to unrelated marketing or publication of identifiable photographs of your home.

8 Interpreting timing records

Scheduled appointment times, check-in and checkout events, location-based arrival and departure events, photograph times and upload times can record different stages of a visit. Connectivity, device settings and the time at which an entry is made may affect the records. Being within a location boundary does not by itself establish that work was being performed.

We assess relevant records together with the agreed booking and any information you provide. Our records are evidence, not a final or binding determination of a dispute. You may challenge an entry or provide other evidence.

A difference between an estimated or recorded time and your observation does not automatically establish that the service was deficient. Where a shortfall or other failure is established, we will provide the remedy required by law, taking account of its extent and consequences. This may include completing or repeating work where appropriate, or an appropriate price reduction.

A minor timing shortfall does not automatically entitle you to a refund of the whole booking. This does not limit your entitlement to a larger reduction, a full refund or compensation where legally justified.

9 Damage complaints and service remedies

We will perform the service with reasonable care and skill and in accordance with the agreed booking. Please notify House as soon as reasonably practicable after discovering a concern, giving the booking reference, a description and any reasonably available supporting information. Photographs can help, but their absence does not automatically invalidate a claim.

Where reasonable, please give us an opportunity to inspect alleged damage before non-urgent repairs are undertaken. You may take reasonable urgent steps to protect people or prevent further damage.

We will consider the available evidence, including relevant service records, your account, the condition of the property and, where appropriate, independent evidence. Neither an allegation nor an internal denial determines the outcome by itself.

Where repeat performance is an available statutory remedy, it will be at no cost to you, within a reasonable time and without significant inconvenience. Where the law entitles you to a price reduction or another remedy, we will provide it. Refunds of an agreed statutory price reduction will be made without undue delay and within 14 days of our agreement that you are entitled to it, normally by the original payment method and without a refund fee.

Where we are legally responsible for damage or other loss, we will provide the appropriate remedy or compensation. Property-damage liability is not automatically limited to the booking price. The 24-hour appointment cancellation notice requirement is not a deadline that extinguishes a claim for defective work or damage.

10 Your rights and these terms

Nothing in these terms excludes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded. Your statutory consumer rights are unaffected.

Any change to these terms applies to future bookings unless a change to an existing booking is expressly agreed or required by law. These terms do not automatically transfer an earlier booking from a different seller to House. Activating or linking a HoWA account does not replace the terms of an existing service contract or release a responsible party from an existing claim.

These terms are governed by the law of England and Wales. This does not deprive you of mandatory protections or rights to bring proceedings in the courts available to you under the law that applies to you as a consumer.

11 Service specific scope

The following provisions apply to the relevant booked service. They supplement the agreed description without removing House's responsibility for reasonable care and skill or any statutory remedy. Only tasks and extras included in your booking or later agreed with House are included in the price.

Gardeners

The booking will identify the garden areas and work included. Tree work, specialist treatments, waste removal, new planting and supplied materials are included only where stated. Please tell us about known underground services, protected features and access restrictions relevant to the work. We will identify and discuss any permission or specialist requirement that we reasonably become aware of before proceeding. Unsafe weather or conditions may require an agreed alternative under section 4; they do not automatically forfeit your payment.

Cleaners

The booking will state the areas and cleaning tasks included and who supplies the equipment and products. Please tell us about delicate surfaces, known product sensitivities and restrictions relevant to the work. We will assess suitability and explain if a stain, surface condition or requested task needs specialist treatment. End of tenancy cleaning does not guarantee a landlord's decision about a deposit, but House remains responsible for completing the agreed cleaning properly.

Handyman

The booking will identify the agreed tasks, the basis of charging and any materials to be supplied by you or House. Tell us about relevant hidden services and known hazards. Work requiring specialist competence, registration or permission will be undertaken only by appropriately qualified people and where expressly included. We will stop and explain where additional specialist work or a changed scope is required; additional charges need your agreement.

Window cleaners and exterior care

The booking will specify the surfaces and tasks included, including whether frames, sills, interiors, gutters or other exterior work are included. Please tell us about known defects, fragile surfaces and access restrictions. We will assess safe access and suitable methods. Ordinary rain does not necessarily prevent safe cleaning; unsafe weather is handled under section 4. Existing damage does not excuse new damage caused by a failure to use reasonable care and skill.

12 Booking information and complaints

Information about House or the service on which you rely when booking remains binding where required by law. A specific agreed booking detail can supplement these terms, but we will not use general wording or a later website change to remove a promise or a statutory right.

Contact House at sales@willowalexander.co.uk, on 0800 047 8738, or at the registered office stated in section 1. We will investigate concerns and explain our response and any proposed remedy. If a complaint cannot be resolved, we will provide information about an appropriate alternative dispute resolution body and whether we are obliged or willing to use it where the law requires. You retain access to the courts and other statutory remedies.

Optional statutory cancellation form

Complete and return this form only if you wish to cancel an eligible contract. Any other clear statement of cancellation is also sufficient.

To House of Willow Alexander Ltd, 12 Hatherley Road, Sidcup, Kent DA14 4DT; sales@willowalexander.co.uk.

I give notice that I cancel my contract for the following service.

Service and booking reference: _____

Date ordered: _____

Customer name: _____

Customer address: _____

Date: _____

Signature, only if this form is sent on paper: _____