

Caesar Drainage Services

Drain Care Plan — Membership Terms and Conditions

1. About These Terms

These terms and conditions ("Terms") govern your membership of the Caesar Drainage Services Drain Care Plan ("the Plan"). By purchasing a membership you agree to be bound by these Terms. Please read them carefully before signing up.

"We", "us" and "our" means Caesar Drainage Services of [registered address], company number [number]. "You" and "your" means the customer named on the membership. "Property" means the address covered by the Plan as stated at sign-up.

2. What the Plan Is (and Is Not)

The Plan is a service plan, not a contract of insurance. Membership entitles you to the services and benefits set out in these Terms regardless of whether a fault or blockage occurs. It does not indemnify you against loss or pay the cost of repairs beyond the benefits expressly listed.

3. Membership Benefits

Your membership includes, for the Property, during each 12-month membership year: (a) one annual drainage maintenance visit comprising a jetting service and/or CCTV drain survey as appropriate to the condition of your drains; (b) priority emergency response ahead of non-members; (c) waived call-out and diagnosis fees; (d) member-discounted rates on additional works, quoted before any work begins; and (e) free telephone or video triage of drainage issues.

Benefits apply only to drains within the boundary of the Property that you are legally responsible for. Shared or public sewers, which are the responsibility of the statutory water and sewerage undertaker, are excluded.

4. Annual Service Visit — Timing

The annual jetting service and/or CCTV drain survey included in your membership will commence in the ninth (9th) month of your membership year. We will contact you in advance of the ninth month to arrange a convenient appointment. The visit cannot be brought forward to earlier in the membership year except at our discretion.

If you do not make the Property available for the visit after we have made reasonable attempts to arrange it, the visit will be deemed forfeited for that membership year and no refund or credit will be given.

5. Term and Renewal

Membership runs for a minimum term of 12 months from the start date confirmed at sign-up ('the Minimum Term').

Unless cancelled in accordance with clause 7, membership will renew automatically for successive 12-month periods at the then-current price. We will notify you in writing before each renewal, including the renewal price and how to cancel.

6. Payment

You may pay the annual membership fee either (a) in full, in advance, as a single annual payment; or (b) by 12 equal monthly instalments by Direct Debit or other recurring payment method we accept. Paying monthly is a payment method only: it does not create a monthly rolling contract, and you remain committed

to the full Minimum Term.

If a monthly instalment fails, you must pay it within 7 days of our request. We may suspend Plan benefits while any payment is overdue.

7. Cancellation and Early Termination

Cooling-off period: if you purchase online or by telephone, you have the legal right to cancel within 14 days of purchase without giving a reason and receive a full refund. If you asked us to begin providing services within the cooling-off period and then cancel, we may deduct a reasonable amount for services already provided.

Cancellation after the cooling-off period: if you cancel your membership during the Minimum Term (or any renewal term), the full annual membership fee for that term remains due and payable. If you pay monthly, all remaining monthly instalments for that membership year become immediately payable on cancellation. No refund of the annual fee, in whole or in part, will be given for mid-term cancellation.

To cancel at the end of a term, notify us in writing at least 14 days before your renewal date.

We may cancel your membership with immediate effect if you materially breach these Terms, fail to pay sums due, or act abusively toward our staff. Sums due for the current term remain payable.

8. Exclusions

The Plan does not include: repair or replacement of drains, pipework or fittings; excavation works; blockages or damage caused by misuse (including fat, oil, grease, wipes or foreign objects deliberately introduced); pre-existing defects identified and notified to you at or before sign-up; drains outside the Property boundary; pumped systems, septic tanks or treatment plants unless expressly agreed in writing; and damage caused by third parties, tree roots on land you do not control, subsidence, or extreme weather.

Any works falling outside the Plan will be quoted separately at member rates before work begins.

9. Access and Your Responsibilities

You must provide safe and reasonable access to the Property and its drainage points at agreed appointment times. Missed appointments without at least 24 hours' notice may incur a reasonable missed-appointment charge.

You must tell us promptly about any known defects or changes to the Property's drainage.

10. Liability

Nothing in these Terms excludes or limits our liability for death or personal injury caused by our negligence, fraud, or any liability that cannot be excluded by law. Subject to that, our total liability arising under or in connection with the Plan in any membership year is limited to the membership fee paid for that year, and we are not liable for indirect or consequential loss.

Nothing in these Terms affects your statutory rights as a consumer, including your rights under the Consumer Rights Act 2015 to services performed with reasonable care and skill.

11. Changes to These Terms

We may make reasonable changes to these Terms or the Plan benefits with at least 30 days' written notice. If a change is materially to your disadvantage, you may cancel with effect from the change taking place and receive a pro-rata refund of any period paid for but not yet received.

12. Complaints, Data and Governing Law

Complaints should be sent to [email address] and we will respond within 14 days. We process your personal data in accordance with our Privacy Policy and UK data protection law.

These Terms are governed by the law of England and Wales and the courts of England and Wales have jurisdiction, save that if you live in Scotland or Northern Ireland you may bring proceedings in your local courts.

Caesar Drainage Services · [registered address] · [company number] · [phone] · [email] · Version 1.0 · [date]. This document is a template and does not constitute legal advice. Have it reviewed by a solicitor before publication.