



Gatehouse Security Limited  
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## **Gatehouse Security Limited Terms and Conditions**

### **Services Provided**

- The Client agrees to engage the Contractor (also referred to herein as 'Gatehouse' and Gatehouse Security Limited' and 'the Company') to provide the Client with Services and/or Goods.
- The Services will also include any other tasks which the Parties may agree on. The Contractor agrees to provide such Services and/or Goods to The Client.
- Gatehouse will use all reasonable endeavours to perform Services and/or provide Goods within agreed timescales but will not be held liable or responsible for unforeseen events or circumstances (including Force Majeure events) outside of our reasonable control. The Company will use all reasonable endeavours to overcome any delays of this nature.

### **Call out Charges**

- Gatehouse Security Limited will charge a call out fee for attending site. Fees include first hour including travel to site.
- Additional hours will be chargeable.
- Any parts supplied to repair the fault will be charged if not covered under an existing Warranty.

### **Termination of Agreement**

- The Client has the right to cancel the Service, Project and/or Goods at any time up to completion of the project. The Client will be liable for any uninstalled parts ordered and labour costs. Any specialist parts, e.g. gates, posts, hinges etc will be charged in full.
- Gatehouse Security Limited reserves the right to terminate a project. The Client will not be charged from point of termination. Any works completed, or parts ordered prior to termination will be charged, pro rata based on the quote.

### **Fees and Payment**

- Gatehouse has the right to charge an initial fee of up to 50% of the quoted price or full payment on specialist parts ordered. Balance payable as per terms below.
- Gatehouse will charge the client in GBP for the Services/Installation/Goods quoted and the Client agrees to pay Gatehouse Security Limited.
- The Client agrees to pay for any additional goods and/or services required to complete the Service/ Installation. This may result from the arising of events which might not have been reasonably foreseen, from additional requests made by or agreed by the client at time of installation, or other extenuating circumstances.
- Where quoted prices involve connection to existing customer equipment or services, then the price relies on said equipment being serviceable and appropriate.
- The Client will be invoiced on completion of work and invoices are due immediately unless otherwise agreed in writing between Gatehouse Security Ltd and the Client.

### **Fees and Payment Ctd.**

- Late payments will trigger an administration fee of £25 and this will be added to the final balance owing.
- We may charge interest on unpaid bills and will do so if unpaid 28 days after the invoice due date at a rate of 4% over Barclays Bank Plc base rate.
- In the ongoing event of non-payment, legal action may be initiated by Gatehouse. In such an event, the Client will be held liable for all costs associated with this action.

### **Insurance**

- Gatehouse Security Limited shall hold sufficient and appropriate Public Liability, Professional Insurances and Accreditations, copies of which can be made available to the Client upon request.

### **Ownership of Property**

- Gatehouse Security Limited use and install products sourced by the Company from reputable suppliers.
- All parts supplied and installed by Gatehouse Security Ltd will have a 12-month warranty, this will become effective once payment has been received and backdated to date of installation.
- Customer supplied parts will not be covered under Gatehouse Security Warranty

### **Use and Disclosure of Information**

- Gatehouse Security Limited are committed to protecting the privacy of our Clients and keeping personal data safe.
- Once contact has been initiated between parties, we will continue to send you information about our services and how to keep your gate and electrical installations safe and in optimal condition. You are able, however, to unsubscribe at any time from these communications by emailing to [info@gatehousesecurity.co.uk](mailto:info@gatehousesecurity.co.uk), writing to us at Gatehouse Security Limited, 32 Lower Village, Haywards Heath, West Sussex RH16 4GS or by telephoning 01444 473396 or 07921 438744.
- Our Privacy Policy was last updated on 25 May 2018. You can view a copy of this policy on our website at [www.gatehousesecurity.co.uk](http://www.gatehousesecurity.co.uk) or otherwise by requesting a written copy through the channels listed above.

### **Law and Jurisdiction**

- Any dispute or claim arising out of or in connection with these terms and conditions shall be governed by English law and be subject to the jurisdiction of the courts of England and Wales.