

Best Options - residential packages

Residential INCLUSIVE Cover packages (NO excess per repair)

With our INCLUSIVE cover you get a free service each year, and we will come out and carry out ANY repairs included with your cover for no extra charge!

All prices below are inclusive of V.A.T.

Option 1 - Inclusive

Inclusive Boiler Care - Boiler & controls only

£13.00 per month or £156.00 per year*

What does this include?***

An annual boiler service (as per manufacturers instructions) at no additional excess cost.

Unlimited call outs for breakdowns to your boiler and controls, including a lack of hot water or heating and faults on the room thermostat and programmer.

Option 2 - Inclusive

Inclusive Complete Care - Full boiler & System cover

£15.30 per month or £183.60 per year*

What does this include?***

An annual boiler service (as per manufacturers instructions) at no additional excess cost.

Unlimited call outs for breakdowns to your boiler and controls, including a lack of hot water or heating and faults on the room thermostat and programmer.

Unlimited call outs for any leaks on any pipes associated with your heating system, including hot water cylinder, all radiators and all accessible heating pipes.

If your boiler is under eight years old and is beyond economical repair we will replace the boiler.

What is not included in both options?***

Inaccessible items such as pipes in screed/walls, high level works requiring access, flues, damaged items, or parts that are decorative only.

We do not cover systems with inherent design faults that existed prior to our agreement, nor frost damage, resetting controls, or faults caused by a third party, including where radiators have been removed by others when decorating or similar repairs.

Where possible, we operate a maximum engineer response time of 4 hours from the moment you call - 24 hours a day, 365 days a year, for all emergency repairs.

Our engineers carry a large stock of parts on their vans and aim to repair the boiler on the first visit. If we are unable to do this we can normally get hold of most parts within 2 working days. We can also provide temporary space heating with electric heaters until your boiler is fully operational again.

What happens if I have breakdown now? You can still call us out and we will repair your boiler (if possible) and if you wish you can off set this bill against Option 2. So if the repair costs £60 you can take out the cover for £123.60.

Are you looking to have your plumbing & drainage covered, gutters cleared or have additional appliances added to your policy? See our "Add On" packages.

***** See the terms and conditions for a full breakdown on what is covered and what is not*****

Best Options - residential packages

Residential INCLUSIVE "Add On" packages (NO excess per repair)

With our INCLUSIVE cover you get a free service each year, and we will come out and carry out **ANY** repairs included with your cover for no extra charge!

All prices below are inclusive of V.A.T.

ADD ON PACKAGES

As part of the Best Options cover package, we do offer additional cover on various items as described below. These additional packages can be added on to the existing Best Options package as a monthly direct debit payment.

Additional Gas Appliances**

£4.50 Per month or £54.00 per year*

Annual service/breakdown cover to gas fires, heaters, water heaters and cookers. (No excess to pay)

Gutter Clearance**

£72.00 per visit (No excess)

A one off payment upon request for gutter clearance

Plumbing & Drain Clearance**

£4.50 Per month or £54.00 per year*

Standard domestic property (No excess to pay)

This covers internal pipe work and storage tanks that make up the hot and cold water supply from your incoming stopcock, inside your property, and any leaks on these systems including toilets, baths and showers. The cover does not include replacement sanitary ware, taps or other mechanical items.

We will attend, usually as an emergency, to clear through any blocked drains and waste pipes up to the point where it becomes a shared drain.

Electrical Emergency Cover**

£3.60 Per month or £44.40 per year*

Free for 3 years with any of our boiler packages for a limited time only

Standard domestic property

We will attend to a loss of power or lighting, and make safe or repair if possible on that visit. We cover fixed wiring and electrical fixtures in your home including your fuse box. Please note that if we have to replace a fixture or accessory, it will be for a standard component, and not a particular decorative style unless provided by the landlord, homeowner or resident. (if resident supplying, permission would be required from the landlord)

Other works not covered by the above

We have a large number of engineers covering a wide range of trades and skills. The below prices are for all trades excluding "paired" work (jobs requiring two engineers such as, roofing, groundwork etc...)

"Office hours" hourly rate - **£36.00 Per hour**

"Out-of-office hours" hourly rate (CALLOUT) - **£60.00 Per hour**

Calls are charged at an hourly rate, PLUS materials used. You will be advised during your enquiry which rate is applicable. (No other excess applies to these works)

**** See the terms and conditions for a full breakdown on what is covered and what is not****

Best Options - residential packages

Residential INCLUSIVE Cover level/s (NO excess per repair)

Your name (Including title)

Your postal/invoice address:

 Postcode:

Address being covered (if different from above)

 Postcode:

Your Contact Details:

Home tel. no:

Work tel. no:

Mobile no:

E-mail:

By which means would you prefer us to contact you?


Where did you hear about us?

Residential INCLUSIVE package required (No excess per repair)

Inclusive Cover Package - Please tick box 1 or box 2

Option 1

Boiler Care (boiler & controls only)

Box 1  per month
1 - Add £13.00

Option 2


Complete Care (boiler & system)


Box 2  per month
2 - Add £15.30

"Add On" extras

Additional gas appliances (cover for up to three Extras) -

Appliance description (e.g. Flavel Gas Fire)	Location	
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>  <input type="text"/> per month 3.1 - Add £4.50

Appliance description (e.g. Flavel Gas Fire)	Location	
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>  <input type="text"/> per month 3.2 - Add £4.50

Appliance description (e.g. Flavel Gas Fire)	Location	
<input type="text"/>	<input type="text"/>	<input type="checkbox"/>  <input type="text"/> per month 3.3 - Add £4.50


Plumbing & Drains (No excess)

Standard domestic property

Box 4  per month
4 - Add £4.50

Electrical Emergencies (No excess)

Standard domestic property

Box 5  **FREE!!** per month
5 - Add £3.60

(5 - For a limited time only, this will be FREE for 3 years providing you have a Best Options package for this duration)

Gutter clearance (No excess)

2 yearly cycle

Box 6  per month
6 - Add £3.00

TOTAL

Please enter the sum total of Boxes 1 to 6

Box Z  per month

Monthly Direct Debit Payments

Best Options - Booker & Best Ltd
Windmill House
Windmill Road
St Leonards On Sea
East Sussex
TN38 9BY

Instruction to join the Best Options scheme and set up the monthly payment

Amount to debit per month:

Write in the TOTAL from box Z
(‘Cover Required’ section)

Preferred Direct debit date:

2nd of each month
16th of each month

Tick as appropriate

Dear Sir / Madam,

Please find enclosed the form to join the best options scheme accompanied by the direct debit mandate form.

I agree to the amount that will be debited from my account each month and have read the terms & conditions.

Yours Faithfully,

.....
Signed

.....
Print Name

Annual Direct Debit Payments

Best Options - Booker & Best Ltd
Windmill House
Windmill Road
St Leonards On Sea
East Sussex
TN38 9BY

Instruction to join the Best Options scheme and set up the annual payment

Amount to debit per year:

Write in the TOTAL from box Z multiplied by 12
(‘Cover Required’ section)

Preferred Direct debit date:

2nd of month
16th of month

Tick as appropriate

Dear Sir / Madam,

Please find enclosed the form to join the best options scheme accompanied by the direct debit mandate form.

I agree to the amount that will be debited from my account each year and have read the terms & conditions.

Yours Faithfully,

Signed

.....

Print Name

.....

Best Options - Terms & conditions

"We" refers to Booker & Best Ltd as service provider.

"You" refers to yourself at the address covered on your application, or change of address notified thereafter.

The services offered as part of this package will be provided to you, dependent upon you selecting the service, and the relevant monthly payments being made each calendar month.

The statements below are guidance in plain English to enable a wide customer base to understand as best as possible the level of service provided. Our service is based on items that could be expected to be found in a normal domestic property. Please advise us in writing on or before the commencement of this service if there are additional services that you need clarification on the level of cover.

Please note that we may still be able to offer cover, subject to exclusions on certain items after our initial survey.

Boiler and controls only package (*Boiler Care Cover*)

Our gas service care allows for us to carry out an annual service to your main gas boiler and controls. We will also provide parts and labour to repair your boiler & electronic boiler controls as part of this agreement.

We will attend an unlimited number of breakdowns, for which we intend to be with you within 4 working hours, and provide some temporary heaters if no other heat source is available as required, and we were unable to repair on our initial visit.

We will endeavour to repair any component of your boiler or controls with new or re-conditioned replacement parts as available, but cover does not extend to replacement of an obsolete boiler for new, unless we can agree that the boiler is under 8 years old from date of manufacture, and that we can no longer obtain parts, or that we choose to replace the boiler as it would be more cost effective than a repair.

We will be pleased to provide a quotation for renewal of a boiler, and you have the choice to accept our quotation, or to seek replacement by a third party of your choice. We include 1 yrs free cover with every boiler replacement.

We can provide cover for non standard installations at our discretion, and will be able to quote accordingly for these. This may typically be the type of system that is more a commercial rating even if in a domestic property. Please ask for details and a site inspection if you have any query regarding your installation.

Providing you notify us of your change of address, we will offer cover on your new system from your date of moving, providing the new system is not of a type that we exclude.

We provide cover for the boiler, the controls – time clock / thermostat (not energy management systems), Please take out the complete system package if you would also like cover for pumps, pipe work, radiators, valves, standard hot water cylinders, expansion tank, and other accessible items as these are excluded from the basic package..

We exclude inaccessible items (including high level works requiring access), flues, damaged items, or parts that are decorative only.

We do not cover systems with inherent design faults that existed prior to our agreement, nor frost damage, resetting controls.

Where you have opted for the lower monthly price, with a £50 excess payable for each repair (standard cover), then this payment may be made by cheque, credit card, or by an enhanced direct debit payment in the month following the repair. If you pay the higher monthly premium (Inclusive cover), then no further charge is payable.

Boiler and central heating package (*Complete Care cover*)

Our gas service care allows for us to carry out an annual service to your main gas boiler and to check over the remaining heating and hot water system. We will also provide parts and labour to repair your installation as part of this agreement.

We will attend an unlimited number of breakdowns, for which we intend to be with you within 4 working hours, and provide some temporary heaters if no other heat source is available as required, and we were unable to repair on our initial visit.

We will endeavour to repair any component of your system for which new or re-conditioned replacement parts are available, but cover does not extend to replacement of an obsolete boiler for new, unless we can agree that the boiler is under 8 years old from date of manufacture, and that we can no longer obtain parts, or that we choose to replace the boiler as it would be more cost effective than a repair.

We will be pleased to provide a quotation for renewal of a boiler, and you have the choice to accept our quotation, or to seek replacement by a third party of your choice. We include 1 yrs free cover with every boiler replacement.

We can provide cover for non standard installations at our discretion, and will be able to quote accordingly for these. This may typically be the type of system that is more a commercial rating even if in a domestic property. Please ask for details and a site inspection if you have any query regarding your installation.

Providing you notify us of your change of address, we will offer cover on your new system from your date of moving, providing the new system is not of a type that we exclude.

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We provide cover for the boiler, the controls (not energy management systems), pumps, thermostats, reasonably accessible pipe work (i.e. under carpeted floors, but not under tiled or laminate flooring), radiators, valves, standard hot water cylinders, expansion tank, and other accessible items.

We exclude inaccessible items (including high level works requiring access), flues, damaged items, or parts that are decorative only. We do not cover systems with inherent design faults that existed prior to our agreement, nor frost damage, resetting controls, or faults caused by a third party, including where radiators have been removed by others when decorating. Likewise power flushing systems to remove sludge build up are excluded, but can be undertaken for an agreed additional charge.

Where you have opted for the lower monthly price, with a £50 excess payable for each repair (standard cover), then this payment may be made by cheque, credit card, or by an enhanced direct debit payment in the month following the repair. If you pay the higher monthly premium (Inclusive cover), then no further charge is payable.

Other gas appliances

In addition to your main heating system, we can at an additional cost service and repair, on the same basis, your gas fires, gas wall heaters, water heaters and cookers.

Landlords only

Please note that cover includes 1no CP12 certificate per year only, additional issues will be charged at change of tenancy. You cannot permit any other person or contractor to work on these systems whilst cover is with ourselves.

Landlord cover will be fully inclusive cover ONLY (i.e. no £50 excess is available – this avoids disputes about payment when tenants call us direct)

IMPORTANT – IF YOU SMELL GAS –

Please do not operate any electrical equipment or switches, and telephone Transco IMMEDIATELY on 0800 111 999

Electrical emergencies

We will attend to a loss of power or lighting, and make safe or effect a repair. We cover all fixed wiring and electrical fixtures in your home including your fuse box. Please note that if we have to replace a fixture or accessory, it will be for a standard component, and not a decorative style unless provided by yourselves.

You are entitled to request a free visual electrical inspection on the 2nd anniversary of your agreement. This will inform you of the current condition of the installation.

Depending on the age of your installation, we may find that it is not to an acceptable standard to repair, and that it requires upgrading. In this instance, we will leave in a safe condition, and provide a quotation for additional works, which you may accept, or you may choose a third party to undertake.

Should you not have taken out this cover – then we are still able to provide a quotation for any electrical works that you require.

Please note that TV aerial, satellite , telephone, data, and burglar alarm systems are not covered. We do cover external lights attached to the house, but exclude garden lighting, pond / pool pumps or other wiring that is not part of your domestic installation.

Where we have provided this cover FREE under a promotional scheme, it will be valid only whilst your gas servicing cover is live.

Gutter clearances

This will be arranged at a convenient time with you, and is generally an appointed service only, with no emergency call out.

We offer this based on a clearance every 2nd year of your cover, up to 3 storeys, and with reasonable ground access provided for our equipment.

Should you not have taken out this cover – then one off clearances may be requested, for an agreed one off additional payment.

This service will be carried out by a partnered contractor acting on our behalf.

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Plumbing services

We cover all your internal pipe work and storage tanks that make up your hot and cold water supply from your incoming stopcock inside your property, or if your stopcock is external, then only from point of entry to the inside of your property. We will attend and repair any leaks on these systems, including toilets and showers. We will also change ball valves or other valves that form part of the system.

This cover does not include for replacement of sanitary ware or taps, booster pumps, showers, or other mechanical items.

Drain Cleaning

We will attend, usually as an emergency, to clear through any blocked drains and waste pipes up to the point where it becomes a shared drain, or connects to the public sewer.

This service will be carried out by a partnered contractor acting on our behalf.

Should the blockage be in the main sewer, then we may request information from you to enable us to charge the sewer company as this would normally be their responsibility to clear.

In the event of a collapsed drain or the like, we will negotiate with your household insurers to undertake the works, and reimburse your policy excess. If your insurers require other contractors to undertake the works, then we will still reimburse your policy excess up to £100.

We may choose to terminate your cover with no refund if we repeatedly attend blockages which are caused by flushing unsuitable items into the drains.

We do not cover systems with inherent design faults that existed prior to our agreement

Other works carried out

We can offer a wide range of services, and these can be separately quoted for larger works, or done on an hourly basis for small items of repair. Works will only be charged if not covered by the level of cover that you have subscribed to. Where works are done on an hourly basis, we will charge for the time spent on site investigating, to obtain materials, and then back on site to complete the repair. We state an hourly rate that applies to such works, and materials will be charged additionally to this.

For larger works, we will provide a quotation, and require your acceptance.

Appointments

For all programmed works, we would expect to make an am (8.00 – 13.00) or a pm (12.00 – 17.00) appointment. We will make every effort to keep to this, and will endeavour to contact you should a problem arise and we may have to re-schedule. Likewise, please advise us if you are unable to keep an agreed appointment.

Repairs will be attended as "immediate" if there is a safety / health or water leakage problem and the system made safe. If we are unable to repair there and then, it will be left in a safe condition, and the repair booked in with you.

For general repairs, we will arrange a convenient time with you at the earliest available slot. We do insist that someone of the age of 18 years and over is present.

Please note our exclusions :

Anything that would normally be covered under a standard home insurance (regardless of whether or not you have such insurance in place)

We will not knowingly touch asbestos items. Removal / reinstatement of asbestos based materials is outside the scope of this agreement. Please make our engineers aware of any items that you suspect or know contain asbestos.

Consequential loss. We do not cover loss or damage to property due to an event, nor to any surface or decoration in order to rectify that defect – unless we have been negligent and damaged items not related to the repair. Such claims must be made within a reasonable time of being identified.

Cover is offered on items considered to be found in a standard domestic property. Should your property have specialist equipment, swimming pool, or other unusual items, then these related items would not be covered. Please ask if you are in any doubt.

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Cancellation

Please note that you have a 7 calendar day cooling off period from the date that you sign up for this agreement should you wish not to proceed, cancellation within this period will not incur any charge, after which you may cancel the cover at any time without penalty after the 1st 12 months, otherwise our agreement is in place until either party cancels. In the event that we have attended a breakdown within the cooling off period, and you then cancel - you accept to make a payment at a fair value for the works undertaken for you.

We may choose to cancel the policy if the payments are not maintained, or if access to the property is continually denied. No refund will be offered.

We may chose to cancel the policy if we are unable to provide the service due to the nature of your installation. We will offer a refund in this instance, of the service chosen, up to 12 months payments.

Payments

We will advise you in advance of any change to your payments.

Payments by credit card may incur small additional processing charges to cover charges incurred by us. This is a discretionary charge, and in any event this will not exceed 2.5% of the value of the works.

Where you have opted for the lower monthly price, with a £50 excess payable for each repair, then this payment may be made by cheque, credit card, or by an enhanced direct debit payment in the month following the repair.

Change of address

You can take this cover with you to your new property. Please advise us of your new address, and providing it is still within our area of operation, then cover can continue under the same terms and conditions.

Landlord Services

Where this service is taken out for properties for rent, then it is the landlords duty to advise us of the latest date for inspection 6 weeks prior to the expiration of current certification, and to assist where necessary in gaining access to the property to undertake the works. In the event of gas systems not being serviced within a 12 month period, despite attempts of access by ourselves, and assisted by yourselves, then we will withdraw cover, and legal obligations to your tenant will be your responsibility only.

Personal information

We do not share our Clients information with any other organisation, unless to a partnered contractor for this service provision only where those services have been chosen by you.

We may occasionally inform you of other services that we offer.

TC7 Jan 12