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Cancellation Policy

This Cancellation Policy applies to services provided by Modern Heating Ltd, a company registered in England and Wales (Company No. 7797131).

This policy sets out the terms under which bookings may be cancelled and explains consumer rights where applicable, in accordance with the UK Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

1. Consumer & Business Customers

- This policy distinguishes between Consumers and Business Customers.
 - A Consumer is an individual acting for purposes wholly or mainly outside their trade, business, craft, or profession.
 - A Business Customer is any customer acting for business purposes.
- The statutory cancellation rights described below apply only to Consumers.
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2. Consumer Right to Cancel (Cooling-Off Period)

If you are a Consumer and you enter into a contract with us at a distance (for example, online, by email, or by phone) or off premises, you have the right to cancel the contract within 14 days of the booking date, without giving any reason.

To exercise this right, you must inform us clearly by phone or email using the contact details provided in your booking confirmation.

3. Commencement of Work During the Cooling-Off Period

If you, as a Consumer, expressly request that we begin work within the 14-day cancellation period, you acknowledge and agree that:

- You will be required to pay for services provided up to the point of cancellation
- If the service is fully completed, you will lose your right to cancel

This applies in particular to repairs, servicing, and emergency call-outs.

4. Emergency & Urgent Works

Where a Consumer requests urgent or emergency attendance:

- The statutory right to cancel does not apply once the service has been completed
 - If cancellation occurs after work has commenced, charges will apply for labour completed and materials used
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5. Appointments (Servicing, Repairs & Call-Outs)

- Appointments may be cancelled or rescheduled free of charge with a minimum of 24 hours' notice
 - Cancellations made with less than 24 hours' notice, or failure to provide access, may result in a call-out or cancellation charge
 - Emergency call-outs cancelled once an engineer is en route may be charged in full
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6. Boiler Installations & Major Works

- Installation bookings may be cancelled within 14 days of booking where the customer is a Consumer and no work has commenced and no materials have been ordered

- Where materials have been ordered or work has started, the customer will be liable for:
 - The cost of materials purchased
 - Labour completed to date
 - Cancellations made within 48 hours of the scheduled installation date may result in forfeiture of the deposit
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7. Deposits

- Deposits are refundable where cancellation occurs within the applicable cancellation period and no costs have been incurred
 - Where costs have been incurred, refunds will be issued less reasonable and demonstrable expenses
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8. Business Customers

Business Customers do not benefit from statutory cancellation rights under the Consumer Contracts Regulations.

Cancellation by Business Customers is subject to the terms agreed at the time of booking, and charges may apply for labour, materials, and loss of booked time.

9. How to Cancel

All cancellations must be made by phone or email. Please provide:

- Customer name
 - Service address
 - Booking reference (where available)
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10. Our Right to Cancel

In the event that we need to cancel or reschedule an appointment, we will provide reasonable notice and offer either:

- An alternative appointment date, or
- A full refund of any payments made

Last updated: [22nd of January 2026]

Nothing in this policy affects your statutory rights.