

ONE CALL RESPONSE

Commercial Customer Terms & Conditions

For businesses, FM companies, property managers, landlords and commercial sites.

Effective date: 20 August 2026

Website: onecallresponse.co.uk

Business: One Call Response · Preston, Lancashire, England

These Terms set out the basis on which One Call Response arranges and manages commercial contractor callouts, including pricing, payment, contractor arrangements, communication, cancellation and responsibility.

1. About One Call Response

One Call Response provides a contractor-arrangement and job-management service for businesses and organisations. We receive the request, establish the requirements, identify a suitable independent contractor, arrange attendance and manage the booking. Unless expressly agreed otherwise, One Call Response does not carry out the physical trade work.

2. The One Call Service

Our service is designed around a simple, efficient booking process. The customer provides the information reasonably required to arrange the job during the initial call or booking process. We aim to avoid unnecessary repeat calls simply to progress a booking.

3. Customer Information

The customer must provide accurate and complete information about the site, problem, required trade, equipment, urgency, access arrangements, known hazards, parking, permits and any other information reasonably required to carry out the booking safely and effectively.

4. Pricing and Scope

Before a booking is confirmed, we will provide the applicable price or agreed pricing basis. A quotation applies to the attendance and scope described. Additional labour, materials, parts, specialist equipment or further work may be chargeable where reasonably required.

5. Payment

One Call Response may operate either a full-payment model or a split-payment model. Under the full-payment model, the customer pays One Call Response the full agreed customer price and One Call Response pays the contractor. Under the split-payment model, the customer pays One Call Response its agreed booking/management fee and separately pays the contractor's agreed fee.

6. Payment Before Booking

Unless credit terms have been expressly agreed in writing, the applicable One Call Response payment must be received before the booking is released. Payment may be made by card, BACS or another accepted payment method.

7. Contractor Selection

We use reasonable care when selecting a suitable independent contractor, taking into account the trade, location, availability, job requirements and relevant qualification, registration, experience and other information available to us.

8. Contractor Charges

Where the contractor is paid directly by the customer, the contractor's agreed charge will be communicated before the booking. Contractors must not impose undisclosed charges. Additional chargeable work must follow the agreed authorisation and payment process.

9. Materials and Additional Work

Unless included in the agreed price, materials, parts and specialist equipment may be charged separately. Where reasonably practicable, significant additional costs will be explained before they are incurred.

10. Access

The customer must provide safe and reasonable access together with any keys, codes, permits, parking arrangements or site information required. Where permitted, a reasonable additional attendance or no-access charge may apply where attendance is prevented by circumstances within the customer's control.

11. Cancellation

If no contractor has been assigned, 50% of the One Call Response booking fee will be refundable, subject to any rights which cannot lawfully be excluded. Once a contractor has been assigned, the One Call Response booking fee is non-refundable, subject to applicable law. Where the contractor fee has been paid to One Call Response, £50 may be retained as a contractor cancellation payment reflecting committed time, availability and reasonable losses, with any remaining balance handled in accordance with the applicable agreement and law.

12. Emergency Attendance

We make reasonable efforts to arrange emergency attendance as quickly as practicable, but no particular attendance time is guaranteed unless expressly agreed. Immediate threats to life, serious injury, fire or similar emergencies should be reported to the appropriate emergency service.

13. Customer and Contractor Communication

The contractor may contact the customer directly where reasonably necessary for access, attendance, technical clarification, fault explanation, completion or recommendations. One Call Response may contact the customer where necessary for booking administration, payment, complaints or follow-up/feedback.

14. Additional and Future Work

The customer and contractor are free to agree additional work or future services directly following attendance. One Call Response does not claim ownership of the customer's ongoing relationship with the contractor. Separate future work is outside the original One Call Response booking unless expressly agreed otherwise.

15. Completion Information

The contractor should provide reasonable completion information where requested, which may include work completed, fault identified, parts used, recommendations, photographs, certification and completion time.

16. Workmanship

The contractor is responsible for the physical trade work it undertakes and for any workmanship guarantee it provides. One Call Response is responsible for the services it directly provides as the arranging and job-management service.

17. Complaints

Customers should contact One Call Response in the first instance with the job reference, site address, attendance date and details of the issue. We will review the matter and, where appropriate, liaise with the contractor.

18. Confidentiality and Data

Commercially sensitive information will be treated confidentially except where disclosure is required by law or reasonably necessary. Personal information is handled in accordance with the One Call Response Privacy Policy.

General Provisions

These Terms, together with any booking confirmation, agreed quotation and applicable payment arrangement, form the basis on which the relevant One Call Response service is provided. If there is any conflict between these Terms and a specific written agreement for a job, the specific agreed terms will take precedence to the extent of the conflict.

Nothing in these Terms excludes or limits any liability, right or remedy which cannot lawfully be excluded or limited. Where applicable, statutory rights and protections continue to apply.

Governing Law

These Terms are governed by the law of England and Wales. The courts of England and Wales will have jurisdiction, subject to any mandatory rights or jurisdictional protections that apply.

Commercial customers should ensure that the person making a booking has authority to instruct the work and agree the applicable payment arrangement on behalf of the organisation.

One Call Response · One Call. Done Right.