

ONE CALL RESPONSE

Domestic Customer Terms & Conditions

For private customers and household bookings.

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 domestic contractor callouts. They are intended to provide clear pricing, payment, booking, cancellation, communication and customer protection arrangements.

1. Our Service

One Call Response provides a contractor-arrangement and job-management service for private customers. Unless expressly agreed otherwise, we do not carry out the physical trade work ourselves.

2. Your Booking

Our aim is for your initial call to provide the information needed to arrange the job, avoiding unnecessary repeat calls simply to progress the booking. We will record the information reasonably required to arrange the service.

3. Price and Scope

Before you commit to a booking, we will tell you the applicable price or pricing basis. The agreed price applies to the described scope. Additional labour, materials, parts or specialist equipment outside that scope may cost extra.

4. Payment

One Call Response may operate either a full-payment model or a split-payment model. We will tell you which arrangement applies before you commit. Unless otherwise agreed, the applicable One Call Response payment is due before confirmation.

5. Payment Methods

Payment may be made by card, BACS or another accepted payment method. Where the full-payment model applies, One Call Response receives the full agreed customer price and pays the contractor. Where the split-payment model applies, the customer pays One Call Response's agreed fee and the contractor's agreed fee separately.

6. Contractor Selection

We use reasonable care when selecting a contractor suitable for the job. Where a trade requires particular qualifications, registrations or certification, we will seek to use an appropriately qualified contractor.

7. Contractor Contact

The contractor may contact you where reasonably necessary for access, attendance, fault explanation, technical advice, completion and recommendations. One Call Response may contact you for necessary administration, payment, complaints or follow-up/feedback.

8. Additional Work

The original price applies to the agreed scope. If additional work is required or recommended, the contractor or One Call Response will explain the work and additional cost where reasonably practicable. You are not required to agree to additional chargeable work simply because it is recommended.

9. Materials and Parts

Materials, parts and specialist equipment may be charged separately unless they are included in the agreed price. Where practical, additional costs will be explained before they are incurred.

10. Access and Safety

You must provide safe and reasonable access and tell us or the contractor about known hazards or circumstances which may affect attendance.

11. Cancellation

If no contractor has yet been assigned, 50% of the One Call Response booking fee will be refundable, subject to statutory rights. Once a contractor has been assigned, the One Call Response booking fee is non-refundable, subject to statutory rights. Where the contractor fee has been paid to One Call Response, £50 may be retained and paid to the contractor as a cancellation payment reflecting committed time, availability and reasonable losses, subject to applicable law.

12. Consumer Cancellation Rights

Nothing in these Terms removes or restricts statutory consumer rights. Where applicable, information about cancellation rights for distance or off-premises contracts will be provided before the contract is concluded. If you request that a service begins during an applicable cancellation period, we may require your express request and confirmation. Where a service is fully performed following the required request and acknowledgement, cancellation rights may cease in accordance with applicable law.

13. Emergency Services

One Call Response is not an emergency service. Immediate risks to life, serious injury, fire or similar emergencies should be reported to the appropriate emergency service.

14. Delays

We make reasonable efforts to arrange attendance within agreed times, but delays may arise from traffic, weather, contractor availability, parts, access or circumstances outside our reasonable control.

15. No Access

Where legally permitted and fairly disclosed, a reasonable further attendance or no-access charge may apply if the contractor attends but cannot access the property because of circumstances within your control.

16. Future Work

You and the contractor are free to agree additional or future services directly following attendance. One Call Response does not claim ownership of your ongoing relationship with the contractor.

17. Complaints

Please contact One Call Response with your job reference and details of any issue. We will review the matter and, where appropriate, liaise with the contractor.

18. Data Protection

Your personal information is handled in accordance with the One Call Response Privacy Policy. Necessary information may be shared with the contractor to arrange and complete your booking.

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.

For domestic bookings, the applicable price, service scope and any information required before the contract is concluded will be provided through the booking process. Where statutory cancellation information applies, it will be provided in accordance with the relevant requirements.

One Call Response · One Call. Done Right.