



House Clearance Service

Terms & Conditions

Last updated: 02-04-2026

These Terms & Conditions ("Terms") apply to all house clearance services ("Services") provided by St Oswald's Hospice Promotions Limited ("we", "our", "us") to the customer ("you", "your"). By booking our Services, you agree to be bound by these Terms.

1. Definitions

- **House Clearance:** Removal of household items, furniture, waste, and debris as agreed with the Customer.
 - **Property:** The premises where the clearance takes place.
 - **Quotation:** A written or verbal estimate of work and cost.
-

2. Quotations & Pricing

2.1 All quotations are provided based on the information you supply.

2.2 Quotes may change if:

- Additional items are found on arrival
 - Access is restricted
 - Hazardous materials or specialist disposal is needed
 - Items differ significantly from the original description
- 2.3 Any additional charges will be communicated before work continues.
- 2.4 Prices include labour, transport, and standard disposal unless stated otherwise.
-

3. Booking & Cancellations

3.1 Bookings are confirmed once you accept the quotation.

3.2 Cancellations within **24 hours** of the scheduled start time may incur a cancellation fee of 10% of the quotation amount.

3.3 St Oswald's Hospice reserves the right to cancel or reschedule due to health and safety issues, adverse weather, or unforeseen circumstances.

4. Access to Property

4.1 You must provide safe and reasonable access to the Property at the agreed time.

4.2 Delays caused by lack of access may result in additional charges.

5. Items We Do and Do Not Remove

5.1 We can remove:

- Furniture, appliances, general household items
- Rubbish, bagged waste, bulky waste
- Garden items (if agreed)
- Unless instructed otherwise, in a typical house clearance, we will leave carpets. If you require carpets to be uplifted, please agree this prior to the fee quote

5.2 We **do not** remove:

- Hazardous waste (asbestos, chemicals, biological waste)
- Gas bottles or explosives
- Any item prohibited by law
- Fixtures and fittings (any item directly fitted to any wall)
- Mains fitted items such as gas appliances unless disconnected.
- St Oswald's Hospice has a duty to record any waste that is found that could relate to criminal activity.

5.3 Specialist disposal of certain items may be arranged at additional cost if required.

6. Recycling, Disposal & Donation

6.1 We aim to recycle, reuse, or donate items wherever possible.

6.2 The House Clearance may involve some items being broken up if they are too large, bulky or heavy for removal from the property in one piece, or in instances where removal in one piece may risk causing injury to staff or property.

6.3 All disposals comply with local waste regulations and UK environmental law.

7. Valuables & Personal Items

7.1 The Customer is responsible for ensuring that no valuables, documents, or personal items are left within items to be removed.

7.2 St Oswald's Hospice shall not be held responsible or liable for the removal of any items from a property where instructions were unclear, incomplete, or ambiguous. It is the Customer's responsibility to ensure that instructions are clear and comprehensive.

8. Damage & Liability

8.1 We take care when working on your Property; however, minor scuffs or marks can occur during removal of large items.

8.2 We are not liable for:

- Structural weaknesses in the building
- Pre-existing damage
- Damage caused by items that cannot be removed without risk

8.3 Any damage caused by our negligence must be reported within **24 hours** of completion.

9. Payment Terms

9.1 The fee payable is due upon the completion of the House Clearance.

9.2 We require payment by either card or direct payment into our bank account within 30 days of you receiving the invoice.

10. Waste Transfer & Documentation

10.1 St Oswald's Hospice is a licensed waste carrier (Registration No: CBOL22658).

11. Insurance

11.1 We hold public liability insurance covering our work at your Property.

11.2 Evidence of insurance is available upon request.

12. Complaints

12.1 Complaints must be made within **48 hours** of the service.

12.2 We aim to resolve complaints promptly and professionally.

13. Limits of Service

13.1 House clearance does not include cleaning.

13.2 We do not dismantle structural elements of a property.

14. Termination

St Oswald's Hospice may terminate the agreement if:

- Health and safety risks are identified
 - The Customer behaves abusively
 - Illegal activities or prohibited materials are discovered
-

15. Gift Aid Agreement (For Sale of Donated Items)

15.1 Where the Customer agrees to participate in the St Oswald's Hospice Gift Aid scheme, the Customer confirms that they are a UK taxpayer and understand that by completing and signing the St Oswald's Hospice Gift Aid Declaration, St Oswald's Hospice may reclaim Gift Aid on the net proceeds from the sale of donated items.

15.2 By opting into Gift Aid, the Customer appoints St Oswald's Hospice as their agent to sell donated items on their behalf. The Customer agrees that:

- St Oswald's Hospice will decide how, when, and where to sell items.
- Items may be sold in retail shops, online marketplaces, auctions, or other approved channels.
- Unsaleable items may be recycled, upcycled, or responsibly disposed of.

15.3 The Customer will receive a standard Gift Aid letter (in accordance with HMRC rules) letting them know how much their goods have raised.

15.4 The Customer confirms they will pay sufficient UK Income Tax and/or Capital Gains Tax to cover the amount reclaimed by St Oswald's Hospice through Gift Aid in each tax year. It is the Customer's responsibility to notify St Oswald's Hospice if their tax circumstances change.

15.5 St Oswald's Hospice reserves the right to refuse Gift Aid on any items that are not eligible for sale, or where HMRC rules prohibit Gift Aid being applied.

15.6 Participation in Gift Aid is entirely optional. If the Customer does not complete a Gift Aid Declaration, all items collected will be treated as non-Gift-Aid donations or waste, as applicable.

Gift Aid Explained – How Your Donated Items Make an Even Bigger Difference

Thank you for choosing to support our St Oswald's Hospice.

If you donate items for us to sell, you can help us raise even more — **at no extra cost to you** — simply by signing up for **Gift Aid**.

What is Gift Aid?

Gift Aid is a UK Government scheme that allows charities to claim an extra **25p for every £1** raised from the sale of your donated items.

You pay nothing.

We claim it from HMRC.

Your donated items help even more people.

How it works

1. **You agree to Gift Aid**

You complete a simple Gift Aid Declaration confirming you are a UK taxpayer.

2. **We sell your items on your behalf**

We act as your agent to sell the items through our shops or online.

3. **You receive a statement**

We'll send you a letter telling you how much your items sold for. If we don't hear from you within 21 days, we will claim this money from HMRC.

Does it cost me anything?

No.

There is no cost, and it does not affect your tax position unless you stop paying UK tax.

If that happens, just tell us.

Who can sign up?

You can Gift Aid your items if:

- You are a UK taxpayer (Income Tax or Capital Gains Tax)
- You are donating your own items
- You provide your name, address, and signature

You **don't** need to be working — pensions, savings, and investments may also qualify as taxable income.

Why it matters

Gift Aid helps us fund more of our vital work.

With your permission, your donated items go even further — raising additional income that supports our services, projects, and community impact.

Just one signature makes a huge difference.

What do I need to do?

Simply complete the short Gift Aid form provided by our team.
It takes less than a minute.