

TERMS & CONDITIONS

London Premier Facilities

Effective Date: June 2026 | Last Updated: June 2026

These Terms and Conditions ('Terms') govern all services provided by London Premier Facilities ('Company', 'we', 'us', 'our') to commercial clients ('Client', 'you'). By engaging our services or submitting a request for quotation, you agree to be bound by these Terms.

These Terms are governed by the laws of England and Wales.

1. About Our Services

London Premier Facilities provides commercial facilities management services, including but not limited to:

- Reactive and emergency maintenance coordination
- Planned preventative maintenance (PPM)
- Contractor sourcing, vetting, and deployment
- Property inspections and compliance support
- Single point of contact management for all maintenance needs

We act as the sole point of coordination between the Client and third-party contractors. All works are managed on the Client's behalf through our vetted contractor network.

2. Our Role as Coordinator

London Premier Facilities operates as a facilities management coordinator. We do not directly employ tradespeople but engage qualified, vetted third-party contractors to carry out physical works.

Our responsibilities include:

- Identifying and deploying appropriate contractors for each job
- Overseeing quality and timeliness of works
- Acting as the single point of contact for all communications
- Providing transparent reporting and documentation

The Client acknowledges that physical works are carried out by independent contractors, not directly by London Premier Facilities employees.

3. Quotations and Pricing

3.1 Quotations

All quotations provided by London Premier Facilities are estimates based on the information available at the time of assessment. Final costs may vary based on:

- On-site conditions discovered during works
- Scope changes requested by the Client
- Materials availability or price fluctuations

- Access restrictions or delays caused by the Client

3.2 Fixed-Price Agreements

Where a fixed-price agreement is confirmed in writing, the agreed price will apply unless the scope of work changes materially. Any variations must be agreed in writing before additional works commence.

3.3 Emergency Callouts

Emergency callouts outside standard business hours may attract premium rates. The Client will be informed of applicable rates prior to deployment where reasonably practicable.

4. Payment Terms

Payment terms are agreed on a per-job or per-contract basis and confirmed in the relevant proposal or service agreement. Standard terms are:

- Invoices are due within 14 days of issue unless otherwise agreed in writing
- Late payments may incur interest at 8% above the Bank of England base rate per annum, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998
- London Premier Facilities reserves the right to suspend services for accounts in arrears

5. Liability

5.1 Our Liability

London Premier Facilities shall not be liable for:

- Damage caused by third-party contractors, except where caused by our failure to exercise reasonable care in their selection
- Delays caused by circumstances beyond our reasonable control, including but not limited to extreme weather, supply chain disruption, or third-party failures
- Loss of business, revenue, or profits arising from service disruptions

Our total liability to the Client in any 12-month period shall not exceed the total fees paid to us during that period, except in cases of death, personal injury, or fraud.

5.2 Client Responsibility

The Client is responsible for:

- Ensuring safe and unobstructed access to the property at agreed times
- Providing accurate and complete information regarding the property and the works required
- Complying with all relevant health and safety obligations on-site
- Notifying us immediately of any hazardous conditions

6. Subcontracting

London Premier Facilities reserves the right to subcontract works to qualified third-party contractors. We ensure all contractors are appropriately vetted and hold the necessary qualifications and insurance for the works undertaken.

The Client consents to the use of subcontractors as part of our standard service delivery model.

7. Cancellations and Variations

7.1 Cancellations by Client

If the Client cancels a confirmed job:

- Cancellations with more than 48 hours' notice: no charge
- Cancellations with 24–48 hours' notice: up to 25% of the estimated job value may be charged
- Cancellations with less than 24 hours' notice, or where contractors have already been dispatched: up to 50% of the estimated job value may be charged

7.2 Scope Variations

Any changes to the agreed scope of works must be requested in writing and are subject to a revised quotation. Works will not commence on variations until written approval is received from the Client.

8. Warranties and Defects

Where works are carried out by our contractors, a defect liability period of 30 days applies from the date of completion, unless otherwise agreed in writing. During this period, we will arrange for defects directly attributable to the contractor's workmanship to be remedied at no additional cost.

This warranty does not apply to:

- Damage caused by the Client or third parties not engaged by us
- Normal wear and tear
- Misuse or failure to maintain the property in accordance with reasonable standards

9. Confidentiality

Both parties agree to keep confidential any sensitive commercial information disclosed during the course of the business relationship. This obligation survives the termination of any service agreement.

10. Intellectual Property

All reports, drawings, specifications, and documentation produced by London Premier Facilities remain our intellectual property unless otherwise agreed in writing. The Client is granted a licence to use such materials for their intended purpose.

11. Termination

Either party may terminate an ongoing service agreement with 30 days' written notice. London Premier Facilities reserves the right to terminate immediately in cases of:

- Non-payment of invoices
- Breach of these Terms by the Client
- Conduct that puts our contractors or personnel at risk

Upon termination, all outstanding invoices become immediately due and payable.

12. Dispute Resolution

In the event of a dispute, both parties agree to first attempt resolution through good-faith negotiation. If unresolved within 30 days, the matter may be referred to mediation before any legal proceedings are commenced.

These Terms are governed by the laws of England and Wales. Any legal proceedings shall be subject to the exclusive jurisdiction of the courts of England and Wales.

13. Amendments to These Terms

London Premier Facilities reserves the right to update these Terms at any time. Clients will be notified of material changes. Continued use of our services following notification constitutes acceptance of the revised Terms.

14. Contact

For any questions regarding these Terms and Conditions, please contact:

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Location: London, United Kingdom

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