

FLOOR CHAMPIONS LTD

TERMS AND CONDITIONS*Specialist floor cleaning, restoration and related services | Updated 16 July 2026*

Key business details	Commercial summary
Floor Champions Ltd	Quote validity: 60 days unless stated otherwise
Company number: 15398040	Typical minimum project charge: £450 unless agreed otherwise in writing
Registered office: 2 Sturrocks, Basildon, England, SS16 4PQ	Deposit: 20% on booking unless agreed otherwise in writing
Contact address: Suite 118, Waterhouse Business Centre, 2 Cromar Way, Chelmsford, CM1 2QE	Balance due: on completion unless otherwise agreed in writing
Email: info@floorchampions.co.uk	Postponement: charges may apply if less than 7 business days notice is given
Telephone: 01245 922 202	Consumer cancellation rights may apply for distance or off-premises contracts
Website: https://floorchampions.co.uk/	

These Terms and Conditions apply to specialist floor cleaning, deep cleaning, sealing, polishing, restoration, minor repair and related services supplied by Floor Champions Ltd. They replace references to Champion Services Group and are intended to be used by Floor Champions Ltd as its own contracting entity.

Please read these Terms and Conditions carefully before accepting a quotation or booking services. If a quotation, booking confirmation, statement of work or other written agreement says something different from these Terms and Conditions, the written quotation or other express written agreement will take priority to the extent of the inconsistency.

1. Definitions and interpretation

- Business Day means any day other than a Saturday, Sunday or public holiday in England.
- Business Customer means a customer acting for purposes wholly or mainly related to their trade, business, craft or profession.
- Consumer means an individual acting for purposes wholly or mainly outside their trade, business, craft or profession.
- Contract means the agreement between Floor Champions Ltd and the Customer for the supply of services, incorporating these Terms and Conditions and the accepted quotation or booking confirmation.
- Customer means the person or organisation buying the services from us.
- Premises means the property, site or location at which the services are to be provided.
- Services means the specialist floor cleaning, restoration, maintenance, sealing, polishing, repair or related services described in the quotation or booking confirmation.
- Writing includes email and other durable written electronic communication.

Headings are for convenience only and do not affect interpretation. References to legislation include amendments and replacement legislation in force from time to time.

2. Basis of contract

A contract is formed when you accept our quotation in writing, confirm a booking by email or other written message, sign our quotation or booking documents, or otherwise clearly instruct us to proceed. Telephone bookings may be accepted, but we may confirm key details in writing afterwards.

These Terms and Conditions apply to the exclusion of any other terms put forward by the Customer unless we expressly agree otherwise in writing. Each accepted quotation or booking normally creates a separate contract.

We may refuse work that would be unlawful, unsafe, technically unsuitable, outside the agreed scope, or inconsistent with reasonable professional standards.

3. Quotations and scope

Any guide price given over the telephone, by message or by any remote method is an estimate only unless expressly confirmed as a fixed written quotation. Remote estimates may be based on measurements, photographs, descriptions and assumptions provided by the Customer.

Unless expressly stated otherwise, quotations remain open for acceptance for 60 days from issue. We may revise an unaccepted quotation after that period or if there is a material change in labour, access, materials, site conditions or scope.

The quoted price is based on the scope, measurements and assumptions set out in the quotation. If actual measurements differ materially, access is more restricted than expected, site conditions are different from those disclosed, or the Customer changes the required scope, we may revise the price, but we will explain the reason and, where practicable, obtain approval before proceeding with chargeable extras.

Unless the quotation says otherwise, the quoted price excludes waste removal, specialist parking charges, congestion or road-user charges, permit charges, skip or licence fees, furniture removal, specialist access equipment and third-party trades.

Unless otherwise agreed in writing, we apply a minimum project charge of £450.

4. Consumer cancellation rights for distance and off-premises contracts

If you are a Consumer and your contract is made at a distance (for example by telephone, email or online) or off-premises, you will usually have the right to cancel within 14 days from the day after the contract is made, subject to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

If you want us to start work during that 14-day cancellation period, you must make an express request in writing. If you then cancel after we have started but before the services are fully completed, you must pay us a proportionate amount for the services supplied up to cancellation and for any non-returnable materials or direct costs properly incurred at your request, to the extent permitted by law.

If the services are fully performed during the cancellation period at your express request and you acknowledged in writing that you would lose the right to cancel once the services were fully performed, you will lose that statutory cancellation right once performance is complete.

Nothing in these Terms and Conditions removes or reduces any statutory cancellation rights you have as a Consumer.

5. Access, site conditions and customer responsibilities

The Customer must give us safe, timely and reasonable access to the Premises, including all areas reasonably needed for the Services, together with access to water, wastewater disposal, a suitable electricity supply and reasonable toilet facilities where appropriate.

The Customer must ensure that the work area is ready for the Services. Unless otherwise agreed, rooms and work areas should be cleared of furniture, rugs, ornaments, fragile items and other belongings. If we agree to move items for you, this will be at your risk unless we are negligent, and additional charges may apply.

The Customer must tell us before work starts about hidden defects, loose boards, unstable subfloors, underfloor heating, moisture issues, delicate finishes, prior coatings, restricted access, alarms, parking restrictions, security procedures, asbestos risks or any other material issue that could affect the Services.

Where visitor parking permits, access codes, loading permissions or key arrangements are needed, the Customer must provide them in time for the booking. If key collection or return from another location is requested, we may charge £30 for collection and £30 for return.

6. Service standards and our responsibilities

We will carry out the Services using reasonable care and skill and in accordance with the standards reasonably expected of a competent specialist floor cleaning and restoration provider. Nothing in these Terms and Conditions limits the statutory standard of reasonable care and skill required by the Consumer Rights Act 2015.

We will provide the products, tools and equipment reasonably required for the agreed Services unless the quotation states otherwise.

If the Customer believes that an aspect of the Services does not meet the agreed standard, the Customer must notify us promptly and allow us a reasonable opportunity to inspect and, where appropriate, rectify the issue before instructing anyone else to alter or re-perform the work.

7. Timing, postponement and failed access

Any service date or completion time is an estimate unless we have expressly agreed a fixed date in writing. We are not responsible for delays caused by site conditions, drying times, hidden defects, late access, changes to scope, material availability, severe weather, illness, traffic disruption or other matters outside our reasonable control.

If the Customer asks to postpone the start date, we ask for at least 7 Business Days' notice where reasonably possible. If materially less notice is given and we incur loss because labour or diary time cannot reasonably be reallocated, we may charge a reasonable postponement fee of up to £200.

If we are unable to start or continue work because access is not available, the work area is not ready, utilities are unavailable, the site is unsafe, or the Customer has not provided a required permit or instruction, we may reschedule the booking and charge our reasonable wasted time, travel and related costs.

8. Charges, deposit, payment and extras

Prices are stated inclusive of VAT where VAT is applicable, unless we clearly state otherwise. A deposit of 20% is payable on booking unless we agree otherwise in writing. We are not obliged to reserve a date or begin work until any required deposit has been paid in cleared funds.

Unless otherwise agreed in writing, the balance of the price and the cost of any approved extras are due on completion of the Services. We may invoice earlier for materials, staged works, extended projects or commercial jobs where this is stated in the quotation or otherwise agreed in writing.

We currently accept payment by bank transfer and such other methods as we may confirm from time to time. If the Customer asks us to carry out extra work or a variation outside the original scope, we may charge a reasonable additional sum for that work.

The Customer must reimburse reasonable parking charges, congestion or road-user charges, permit fees, skip fees and similar direct costs incurred specifically for the job where those costs are not already included in the quotation.

If a Business Customer fails to pay an overdue amount, we may claim interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998. If any Customer fails to pay an amount properly due, we may also charge interest at 8% per annum above the Bank of England base rate from the due date until payment, subject always to any mandatory law applying to Consumers.

9. Flooring-specific limitations and technical matters

Floor cleaning, sanding, sealing, polishing, stain treatment and restoration are specialist processes, but final results can be affected by the age, condition and history of the floor, previous coatings, hidden damage, subfloor movement, moisture, underfloor heating, ventilation, traffic, historic staining, discolouration, repairs, board movement and general wear and tear.

Colour, tone, grain and finish can vary naturally between boards, blocks, tiles, stone or repaired sections. A repaired or filled area may not match the surrounding floor exactly. Gap filling, resin filling, flexible filling, slivers and repairs can fail over time because of natural movement, moisture changes, traffic, vibration or pre-existing structural issues. Unless expressly agreed otherwise, such natural movement is not a defect in our workmanship.

Unless expressly included in the quotation, major repairs, structural subfloor works, widespread board replacement, edge gap filling, staircase detail filling, furniture moving, waste clearance and aftercare visits are outside the standard quoted scope and may be charged separately.

Although modern sanding systems can reduce dust significantly, no sanding or restoration process can be guaranteed to be completely dust-free in all circumstances. Fine dust, odour and drying variation may still occur, especially where hand tools, repairs or confined areas are involved.

The Customer must follow all aftercare advice we give, including drying, ventilation, heating, cleaning and furniture replacement timings. We are not responsible for damage caused by premature use of the area, replacing furniture too early, unsuitable cleaning products, moisture ingress, lack of ventilation or failure to follow our aftercare recommendations.

10. Cancellation, termination and refunds

Outside any statutory Consumer cancellation rights, if the Customer cancels a booking after it has been confirmed, we may retain or recover from the Customer only such deposit amount or cancellation charge as is reasonable in the circumstances, taking account of our actual losses, committed labour, materials ordered, site visits, diary space, planning time and administrative costs.

Without limiting the general rule above, if a booking is cancelled between 1 and 9 Business Days before the agreed start date, we may retain all or part of the 20% deposit where that reasonably reflects our losses. We will not impose a blanket non-refundable charge where doing so would be unfair or unlawful.

We may terminate or suspend the Contract if the Customer fails to pay sums due, materially breaches the Contract, refuses safe access, requests unlawful or unsafe work, or if continuing the Services would expose our personnel or the Premises to unreasonable risk.

11. Complaints and remedial opportunity

If the Customer is dissatisfied with the Services, the Customer should notify us as soon as reasonably possible and, for visible issues, preferably within 48 hours of completion. This helps us inspect the issue while conditions remain unchanged. Hidden issues should be reported as soon as reasonably practicable after discovery.

The Customer must give us a fair opportunity to inspect the issue and, where appropriate, carry out reasonable remedial work. We are not responsible for the cost of third-party remedial work instructed without first giving us that reasonable opportunity, unless urgent action was reasonably necessary to prevent immediate harm.

12. Liability and insurance

Nothing in these Terms and Conditions excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded or limited.

Nothing in these Terms and Conditions excludes or restricts any statutory rights or remedies that a Consumer has under the Consumer Rights Act 2015 or other applicable law.

Subject to the two paragraphs above, our total liability for direct loss or direct damage arising out of or in connection with the Contract shall not exceed 200% of the total amount paid or payable under the relevant Contract.

Subject to applicable law, we are not liable for: indirect or consequential loss; loss of profit, business, revenue or opportunity suffered by a Business Customer; pre-existing defects or hidden conditions; natural material movement; historic stains or damage that cannot reasonably be removed by normal specialist methods; or loss caused by the Customer's failure to prepare the site or follow aftercare advice.

We maintain public liability and employers' liability insurance appropriate to our business. Evidence of insurance may be provided on reasonable request.

13. Data protection and communications

We may use personal data for the administration of quotations, bookings, customer support, complaints handling, payment collection, legal compliance and related business purposes. Our handling of personal data is described in our Privacy Policy.

Telephone calls may be monitored or recorded for training, quality assurance, complaint handling, record keeping and fraud prevention, in accordance with applicable law.

14. General

We may use subcontractors or specialist personnel where reasonably required, but we remain responsible for the Services we agree to provide. We may assign or transfer our rights and obligations to another business in connection with a sale, transfer or reorganisation of our business, provided that this does not reduce any Consumer protections that apply by law.

If any provision of these Terms and Conditions is held invalid or unenforceable, the remaining provisions will continue in force. A delay in enforcing a right does not waive that right. Any notice under the Contract should be given in writing to the contact details last notified by the relevant party. A notice sent by first class post is deemed received 2 Business Days after posting; an email is deemed received when it is shown as sent unless the sender receives an error message.

A person who is not a party to the Contract does not have rights under the Contracts (Rights of Third Parties) Act 1999 to enforce it, except where the law says otherwise.

15. Governing law and jurisdiction

These Terms and Conditions and any Contract between Floor Champions Ltd and the Customer are governed by English law. If you are a Consumer, you may also have the benefit of any mandatory protections of the law of the part of the United Kingdom in which you live. The courts of England and Wales shall have jurisdiction, except that a Consumer may be entitled to bring proceedings in their home part of the United Kingdom where the law permits.

Appendix 1: Model cancellation form for Consumers

Complete and return this form only if you wish to cancel a distance or off-premises contract within the statutory cancellation period.

To: Floor Champions Ltd, Suite 118, Waterhouse Business Centre, 2 Cromar Way, Chelmsford, CM1 2QE, info@floorchampions.co.uk/We hereby give notice that I/We cancel my/our contract for the supply of the following services:Service description: _____Property / site address: _____Ordered on / contract date: _____Name of consumer(s): _____Address of consumer(s): _____Signature of consumer(s) (only if sent on paper): _____Date: _____