

Cancellation Waiver for House Removals Services

We all know that moving house doesn't always go to plan. In fact, sometimes it can go drastically off plan, and the move might not even happen at all (for example if your exchange or completion is delayed or your home purchase falls through). While this is rare, it does happen occasionally - and if you're moving with a professional removals company, depending on how close to the move date you are when you have to cancel, it can cost you a lot of money.

Even with the most careful planning, sometimes things will affect your move date that are outside of your control

If you're worried that something might prevent you from moving house when you plan to or if you think your move dates might change then ask your removal company if they offer a Cancellation or Postponement waiver. This is a fee you pay when you book your move, a bit like the premium you pay for a flexible hotel booking, that allows you to cancel or change the date at the last minute. Whilst it is more money up front it will save you the financial stress of having to pay for removals services you can't use and then having to pay again when you finally need them.

Why are there extra costs if I have to cancel my move at short notice?

Professional removals are a carefully planned operation. Once you've booked your move in, your removal company will plan and reserve the resources to carry your move out. This means planning for staff, trucks, packing materials, any parking permits that need to be booked at either properties, additional services such as a lift or handyman, and anything else that's needed to ensure you have a stress-free, easy move. Cancelling a move at short notice means that there's no guarantee a company can secure another move in time to make use of these resources so they will incur a certain level of costs which you've committed to pay for. If you can't move they will still incur these costs.

What could the costs be if I have to cancel or postpone my move at the last minute?

The level of costs you might incur depend entirely on the contract you have signed with your removal company so always check your contract. At Bournes we use the Tradings Standards approved British Association of Removers terms and conditions which set out our cancellation fees so you know what they are in advance when you receive our quote. These set our rights to charge for cancellation or postponement at management discretion as below:

More than 10 working days before the removal was due to start: No charge.

Between 5 and 10 working days inclusive before the removal was due to start: Not more than 30% of the total removal charge.

Less than 5 working days before the removal was due to start: Not more than 60% of the total removal charge.

Within 24 hours of the move taking place: Not more than 75% of the total removal charge.

On the day the move starts or at any time after it commences: Up to 100% of the total removal charge.

What does the cancellation and postponement waiver do to protect me from these charges?

If you take out this waiver you'll typically be entitled to cancel or reschedule once without incurring the charges above providing you notify us before 5pm the day before your move is due to start, giving you peace of mind that you're covered if anything should go drastically wrong in the run up to your move. If you're not moving with us check the specific terms and conditions of your removals company as not all companies will be the same.

Here's an example if you cancelled 4 days before your move:

Basic Removal Charge - £1000
Cancellation charge - £600
Cost to move when you're finally ready - £1000
Total Cost to Move without Waiver - £1,600 OR
Basic Removal Charge - £1000
Cost of Waiver - £100 (10%)
Cancellation fee with waiver in place - £0
Cost to move when you're finally ready - £1000
Total Cost to move with Waiver - £1,100
Saving in the event of a cancellation - £500

*Remember these are our cancellation charges as an example - if you're not moving with us check your contract details carefully.

How do I arrange the cancellation / postponement protection?

If you're moving with Bournes this will be shown as an additional option on your quote. As long as you have returned your acceptance form, ticking this box, and paid the waiver fee before you need to cancel you will be covered.

How can I find out more?

If you're worried about what might happen if you need to cancel your move before it takes place then either your Move Consultant will be able to explain more about how the cancellation waiver works when they come to visit for your pre-move survey, or your Move Manager can talk you through how it works at any point before your move takes place.