

Pro-Line Concrete Pumping

A Division of CYO Seeds (Midlands) Ltd

Terms & Conditions

1. Chargeable Rates

- The charge rate for concrete line pumping services shall be agreed upon in advance.
- Pours are to commence within reason of the appointed time.
- The rate includes pump service, trained operator(s), and standard setup. Additional charges apply for:
 - Extra hose length beyond quoted allocation.
 - Any pours over the quoted volume.
 - Waiting time on-site (typically charged after a grace period).
 - Prices are exclusive of VAT unless otherwise specified.

2. Booking Conditions

- Payment is to be made by debit/credit card for non-account customers, payment will be taken at the time of confirmation.
- All bookings must be confirmed in advance. A booking is not considered final until confirmation is received and, payment is taken.
- The customer must provide full job details, including site address, access conditions, mix type, pour area, pumping distance, estimated volume, and expected duration.
- Cancellations within 24 hours of the scheduled time may incur a % charge of the quoted rate.
- On the day of the booking, if the Pro-Line Concrete Pumping is unable to fulfil the booking due to safety, access, or technical issues caused by the customer, full or partial charges may still apply.

3. Additional Information

- While we aim to accommodate specific requests, we can't guarantee the availability of a particular pump or pump operator, as scheduling is subject to overall customer demand, staff availability, and unforeseen circumstances such as illness. However, we will make every reasonable effort to meet your preferences whenever possible.
- Please confirm all details regarding the pour and any health and safety requirements with the pump operator before the beginning the job.
- Please note that arrival times are estimates only and are not guaranteed.

4. Conditions of Supply

- All services are provided by trained, competent staff.
- Pro-Line Concrete Pumping reserve the right to refuse to pump if the site is unsafe or if instructions from the customer could lead to damage or injury.
- The pump operator retains discretion to make safety-related decisions during operation, including stopping the job if necessary.
- Any damage caused to pump equipment due to obstructions, site conditions, or poor supervision will be charged to the customer.
- Cleaning of hoses and pump system must be carried out on-site immediately after the pour, using a washout area provided by the customer.

5. Responsibilities of the Customer

The customer is responsible for the overall management and supervision; and agrees to

- **Supervision and Coordination:** Provide a competent person to oversee and coordinate the pour from start to finish, including liaison between pump operator, concrete supplier, and site personnel.
- **Site Safety:** Ensure a safe and hazard-free work environment, including clear walkways for hose runs and exclusion zones around the working area.
- **Permits and Access:** Arrange all necessary site permissions and ensure access is free of restrictions for pump setup and operation.
- **Communication:** Advise in advance of any issues such as long distances, level changes, restricted access, or difficult terrain that could affect setup or pumping.
- **Waste and Clean-up:** Provide a designated washout area and manage cleanup of any concrete spills on-site.
- **Insurance:** Maintain appropriate insurance cover including public liability. Damage to third-party property caused by pumped concrete or hose movement remains the customer's liability.
- **Indemnity:** Indemnify Pro-Line Concrete Pumping against any loss, damage, or claim arising out of the customer's negligence, unsafe site conditions, or failure to comply with these terms.