

## CALL OUT CHARGES & TERMS

1<sup>st</sup> June 2023. See notes overleaf.

### Standard charges

1. Minimum call out/ visit rate: £140+ VAT
  - o including 1<sup>st</sup> hour on site
  - o including travel for properties up to 50 miles from Head Office
2. Subsequent hours on site: £69 + VAT per engineer per hour.
3. If a 2<sup>nd</sup> engineer is required on site, charges are:
  - o £69 + VAT including 1<sup>st</sup> hour on site
  - o £55 + VAT per engineer each subsequent hour
4. Further travel: £1.44 + VAT per mile each way
  - o for mileage over 50 miles from Glendevon office
  - o covers both engineer time and vehicle costs
5. Technical support/ reports: £60/ hour + VAT
  - o Via telephone/ email
  - o Minimum charge of £40 + VAT

### Emergency Rates

These apply on weekends and bank holidays

- o minimum call out rate: £222 + VAT
- o subsequent hours on site: £100 + VAT per engineer per hour
- o mileage over 50 miles from office: £2.93 + VAT per mile each way

