



Terms & Conditions

Last updated: 11 August 2026

These Terms & Conditions explain the basis on which Elyte Gutter Cleaning supplies domestic gutter clearing and related exterior-cleaning services. Please read them before accepting a quotation or confirming a booking.

Nothing in these Terms limits or excludes any legal rights or remedies that a consumer has under the Consumer Rights Act 2015, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 or any other law that cannot lawfully be excluded.

1. About us

Elyte Gutter Cleaning is a trading name of **Terry Cooper Group Ltd**, a company registered in England and Wales under company number **09865860**.

Registered office: 6 Steward Close, Stuntney, Ely, Cambridgeshire, England, CB7 5TW **Email:** hello@elyteguttercleaning.co.uk **Ely telephone:** 01353 440212 **Newmarket telephone:** 01638 311212

In these Terms, **“we”, “us” and “our”** mean Terry Cooper Group Ltd trading as Elyte Gutter Cleaning. **“You” and “your”** mean the person who requests or purchases the service. **“Property”** means the premises at which the service is to be carried out.

2. When these Terms apply

These Terms apply to quotations, bookings and services supplied to domestic customers unless we agree different or additional terms with you in writing.

If you book on behalf of a landlord, company, managing agent, tenant, family member or another person, you confirm that you have authority to make the booking and to give us access to the property. You remain responsible for providing accurate information and for arranging any permission needed for the work.

If a quotation, booking confirmation or other written agreement contains a term that is specific to your job, that specific written term will take priority over the general wording in these Terms where the two are inconsistent.

3. Quotations and formation of the contract

3.1 Information used for a quotation

We may prepare a quotation using information that you provide, photographs, online imagery, a telephone discussion or a visit to the property. You must tell us, so far as you reasonably can, about anything that may affect the work, including:

- the type, height and approximate length of the guttering;

- conservatories, extensions, garages, canopies, narrow access or other obstacles;
- gutter guards, hedgehog brushes, unusually deep gutters or concealed guttering;
- blocked or disconnected downpipes;
- fragile, damaged, loose or unusually old roofline materials;
- restricted parking, locked access, neighbouring land or permit requirements; and
- any known asbestos, electrical, structural or other safety concern.

A quotation is based on the conditions reasonably apparent from the information available when it is issued. Unless it says otherwise, it is valid for 30 days and may be withdrawn before acceptance.

3.2 What the quoted price includes

The quotation will identify the service and price. Gutter clearance, exterior gutter cleaning, fascia and soffit cleaning, downpipe unblocking, repairs, replacement parts and any specialist access are separate items unless the quotation expressly combines them. We do not remove or transport extracted gutter debris away from the property.

The quoted price includes VAT where VAT is legally chargeable, unless the quotation clearly states otherwise.

3.3 Accepting a quotation

A request for a quotation is not a booking. A contract is formed only when:

- 1 you accept our quotation or otherwise clearly ask us to proceed; and
- 2 we confirm the booking, start date or acceptance.

Acceptance may be given by email, telephone, online form, text message or another method agreed with us. We recommend retaining the quotation and confirmation for your records.

4. Description and standard of our service

We will perform the agreed service with reasonable care and skill and in accordance with the description in the accepted quotation. We will use methods and equipment that we reasonably consider suitable for the property, the weather, the roofline materials and the safe completion of the work.

High-reach vacuum equipment can allow many gutters to be cleared from ground level. However, **“ground-based” or “usually from the ground” is not a guarantee that every section can be reached or safely cleared without another method.** We will assess access and safety at the property. We may use another appropriate method, omit an unsafe or inaccessible section, recommend specialist access or offer a revised quotation, but we will explain this before charging for additional work.

We do not provide a structural survey, drainage survey, roofing inspection or guarantee of the property's overall condition unless a specific written service of that kind has been agreed.

5. What is included in each service

5.1 Internal gutter clearance

Unless the quotation says otherwise, internal gutter clearance means removing accessible loose leaves, moss, silt and similar debris from the inside channel of the guttering included in the quotation.

It does not automatically include:

- washing or restoring the exterior faces of gutters, fascias or soffits;
- removing roof moss from tiles;

- dismantling gutter guards or roof coverings;
- unblocking underground drains;
- repairing leaks, joints, brackets, seals, tiles or roofline materials;
- replacing damaged components;
- clearing guttering outside the described or reasonably accessible work area; or
- making old, stained or weathered materials look new.

We do not remove or transport extracted gutter debris away from the property. We will place it in a suitable customer garden-waste or compost bin, or another location on the property agreed with you. If no suitable bin is available, you must provide garden-waste bags, compost bags or another suitable container. We will place debris on flower beds, vegetable beds, beneath shrubs or trees, or elsewhere in the garden only if you ask us to do so.

5.2 Downpipe unblocking

Downpipe unblocking is included only when it appears in the quotation. It normally covers reasonable attempts to clear an accessible above-ground downpipe using the method described or considered suitable by us.

We cannot guarantee that a downpipe can be cleared where the blockage is in an underground drain, concealed connection, swan-neck or inaccessible section; where the pipe is collapsed, disconnected, incorrectly installed or damaged; or where roots, hardened material, a foreign object or a structural defect is present. In these circumstances we may recommend a drainage contractor, roofer or other specialist. Work beyond the accepted quotation will not be carried out or charged without your agreement.

Water-flow testing, where offered, is an operational check at the time of the visit. It is not a drainage survey or a guarantee that a system will remain free-flowing after we leave.

5.3 Exterior gutter, fascia and soffit cleaning

Exterior cleaning is a separately priced cosmetic service unless expressly included. We aim to remove accessible surface dirt, algae, traffic film and organic staining using a suitable cleaning process.

Results depend on the age, condition, colour and material of the surface. Oxidation, ultraviolet fading, ingrained staining, rust marks, paint failure, abrasion, discolouration, historic damage and marks beneath or behind fittings may remain. We do not promise a factory-new finish.

5.4 Minor repairs and replacement parts

Repairs or replacement parts are included only when expressly stated in the accepted quotation or separately authorised by you. A clearance visit does not make us responsible for repairing every defect that becomes visible during the work.

If we identify a possible defect, we may photograph it and bring it to your attention. Unless we have agreed to repair it, this notification is for information and is not a professional roofing, building or drainage diagnosis.

5.5 Photographs and inspection images

Where practical, we may take operational photographs before, during or after the work to help assess access, record the service, show results or document a pre-existing concern. The availability and quality of photographs depend on safe access, lighting, equipment and conditions. Before-and-after photographs are not included unless promised in the quotation or booking information.

We will not use identifiable photographs for advertising or social media without a lawful basis and, where appropriate, your permission. See section 17 and our Privacy Notice.

6. Your responsibilities

You agree to take reasonable steps to help us complete the service safely and efficiently.

6.1 Access and permission

You must:

- provide safe and timely access to all agreed work areas;
- unlock gates and arrange any necessary keys, codes or neighbour access;
- obtain permission from the owner, landlord, managing agent or neighbouring occupier where required;
- tell us about access restrictions before the appointment; and
- ensure we can leave the property secure when the work is complete.

If you will not be present, you must agree the access arrangements with us in advance. We will take reasonable care when using access you have authorised.

6.2 Work area, people and animals

Please move vehicles, garden furniture, ornaments, washing, toys, fragile items and other movable obstacles away from the work area where reasonably possible. Children, visitors and pets must be kept safely away from equipment, hoses, poles, falling debris and the working area.

You must tell us about dogs or other animals at the property and ensure animal waste has been removed from any area through which our team or equipment must pass.

6.3 Utilities and parking

Where the quotation or booking confirmation says that electricity or water is needed, you must provide reasonable access to a safe, working supply suitable for the agreed service. Tell us beforehand if this is not possible so that we can discuss alternatives.

You must disclose any parking restriction, permit, private-road rule or access charge that may affect the visit. If a specific parking or access cost is necessary and was not reasonably apparent when we quoted, we will discuss it with you before adding it to the price.

6.4 Accurate information and hazards

You must tell us about known hazards or defects that a careful contractor would need to know, including unsafe electrics, unstable structures, asbestos-containing material, aggressive animals, hidden voids, fragile roofs, damaged gutters and unsafe ground.

We are not responsible for delay, additional work or loss caused by materially inaccurate or incomplete information that you could reasonably have provided, although we will always take reasonable care and will explain any proposed price change before proceeding.

7. Safety and unsuitable conditions

Safety takes priority over completing a particular section or using a particular method. Our operative may stop, postpone, adapt or refuse work where they reasonably believe that conditions are unsafe or risk causing damage. Examples include:

- high winds, lightning, ice, severe rain or poor visibility;
- unstable ground or unsafe access;
- overhead cables or electrical hazards;
- fragile, loose, heavily deteriorated or unsupported roofline components;

- suspected asbestos-containing material;
- uncontrolled animals or people entering the working area; or
- a requirement to work beyond the safe capability of our equipment or training.

Where possible, we will explain the issue and offer a reasonable alternative, partial service, revised quotation or later appointment. You will not be charged for work we have not supplied, but you must pay for any useful part of the agreed service already completed and for any separately authorised materials, subject to your legal rights.

8. Condition of the property and pre-existing defects

Gutters, brackets, seals, fascias, soffits, tiles and drainage components can deteriorate through age, weather, poor installation, previous repairs or lack of maintenance. Cleaning can reveal a defect that was hidden by dirt or debris; it does not necessarily cause that defect.

We will exercise reasonable care and skill. However, we are not responsible for the failure of a component solely because it was already defective, inadequately fixed, perished, corroded, brittle, cracked or structurally unsound and the failure was not caused by our failure to take reasonable care.

If a pre-existing problem becomes apparent, we may stop work and tell you. If further work is reasonably required, we will seek your approval before changing the service or price.

Clearing a gutter reduces existing debris but cannot guarantee that it will not block again. New leaves, moss, nesting material, storms, roof deterioration, adjacent trees, poor falls, narrow outlets, drainage defects and other conditions outside our control may affect the system after the service.

9. Appointment dates, arrival and weather

We will use reasonable efforts to attend on the agreed date or within an agreed arrival window. Unless we expressly agree otherwise in writing, appointment times are estimates rather than a guarantee that work will begin at an exact minute.

Travel disruption, previous jobs, weather and unexpected site conditions can cause delay. If we expect a significant delay, we will try to contact you using the details supplied with the booking.

We may postpone exterior work where weather or site conditions make it unsafe, impractical or likely to produce a poor result. We will offer a reasonable alternative date. A weather-related postponement by us is not a customer cancellation and does not create a cancellation charge.

If time is essential—for example because of a sale, tenancy change or another contractor's work—you must tell us before accepting the quotation and we must expressly agree the deadline in writing.

10. Changes and additional work

You may ask to change the service before or during the visit. We are not obliged to accept a change if it is unsafe, outside our services, cannot reasonably be accommodated or would affect later appointments.

If a requested change affects the price or timing, we will explain this and obtain your agreement before proceeding.

If conditions at the property are materially different from the information used for the quotation, we may:

- complete the quoted work where reasonably possible;
- omit only the unsafe or inaccessible part and make a fair price adjustment where appropriate;
- offer additional or alternative work at a revised price; or

- postpone or cancel the affected work where no reasonable safe alternative is available.

We will not charge for unagreed additional work.

11. Your right to cancel distance and off-premises bookings

11.1 The 14-day cancellation period

If you are a consumer and the contract is made wholly by telephone, online, by email or at your home without first being concluded at our business premises, you will normally have a legal right to cancel without giving a reason.

For a service contract, the cancellation period ends 14 days after the day on which the contract is entered into. To cancel, send us a clear statement by email or post before the period expires. You may use the model cancellation form at the end of these Terms, but you do not have to use it.

11.2 Work requested within the cancellation period

We will not normally begin work during the cancellation period unless you expressly ask us to do so.

If you expressly request that the service starts within the 14-day period and then cancel after work has begun, you must pay a reasonable amount proportionate to the service supplied up to the time you told us you were cancelling.

If the service is fully performed within the cancellation period after your express request to begin and your acknowledgement that the right would be lost on full performance, your right to cancel that completed service ends.

These provisions do not remove your rights if the service is faulty, misdescribed or not performed with reasonable care and skill.

11.3 Urgent work

The statutory cancellation right may not apply to the extent that you specifically request a visit for urgent repairs or maintenance. This exception covers only the work genuinely required for the urgent request and does not automatically cover additional services supplied at the same time.

12. Rescheduling or cancelling outside the statutory cooling-off right

Please give at least **48 hours' notice** if you need to cancel or rearrange an appointment. This gives us a reasonable opportunity to offer the appointment to another customer.

If you cancel with less notice, refuse access, are not present where your presence was required, or have not made the agreed work area reasonably accessible, we may ask you to pay a cancellation charge. Any charge will be fair and limited to the reasonable loss directly caused by the failed appointment, taking account of costs saved and our ability to fill the time with other work. It will never exceed the agreed price of the cancelled service.

We will not charge merely because a term says we can; we will consider the actual circumstances. We may waive or reduce a charge where there is a genuine emergency, serious illness or another reasonable cause, and no charge will apply where the cancellation is an exercise of a statutory right.

If we cancel for reasons other than your breach, we will offer a new appointment or refund any amount paid for work not supplied. We are not responsible for losses that were not reasonably foreseeable when the contract was made.

13. Prices, invoices and payment

The price is the amount in the accepted quotation, subject only to a change agreed under section 10 or another adjustment permitted by these Terms and the law.

Unless the quotation or invoice states a different date, payment is due when the agreed service is completed. Accepted payment methods will be shown on the quotation, booking confirmation or invoice.

If you genuinely dispute part of an invoice, tell us promptly, explain the reason and pay any undisputed amount. We will investigate fairly and will not treat a genuine unresolved service complaint as deliberate non-payment.

If an undisputed payment remains overdue after a reasonable reminder, we may seek recovery of the amount and any reasonable recovery cost or statutory interest that we are legally entitled to claim. We will not impose a disproportionate fee or penalty.

You may not withhold an amount that is disproportionate to the value of the issue being raised. This does not affect any statutory right to withhold payment, seek repeat performance, claim a price reduction or pursue another lawful remedy.

14. Completion, inspection and service concerns

Where you are present, please raise any readily visible concern before we leave so that we have an opportunity to inspect it. If you notice an issue later, contact us as soon as reasonably possible at **hello@elyteguttercleaning.co.uk** and provide your address, service date, a description and photographs where available.

We encourage notification within 48 hours for a visible cleaning issue because changing weather, new debris and third-party activity can make later investigation more difficult. **This requested timescale is not a contractual cut-off and does not limit your statutory rights.**

Where the service does not conform to the contract, consumer law may entitle you to repeat performance at no cost, within a reasonable time and without significant inconvenience. Where repeat performance is impossible or cannot be provided within a reasonable time without significant inconvenience, you may be entitled to an appropriate price reduction, which can be up to the full price in a suitable case.

You agree to give us a reasonable opportunity to inspect and, where appropriate, put the service right. You do not have to accept repeat performance where the law says it would be impossible or would cause significant inconvenience.

15. Our responsibility for loss or damage

We are responsible for loss or damage that is a foreseeable result of our breach of contract or our failure to use reasonable care and skill. Loss is foreseeable if it was obvious that it would happen or if both you and we knew, when the contract was made, that it might happen.

We are not responsible for:

- a pre-existing defect or normal deterioration that we did not cause;
- loss caused by inaccurate information, unsafe instructions or a failure to provide access, where we took reasonable care;
- a blockage or defect in a concealed or underground system outside the agreed service;
- recontamination or reblocking caused after completion by weather, trees, birds, roof moss, building defects or third-party activity; or
- a loss that neither you nor we could reasonably have foreseen when the contract was made.

We supply domestic services for private use. If you use the service primarily for commercial, business, resale or property-management purposes without telling us, we are not responsible under these consumer Terms for business losses such as loss of profit, revenue, opportunity or business interruption. Different written business terms may apply.

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of your statutory consumer rights, or any other liability that cannot lawfully be excluded or limited.

16. Events beyond reasonable control

Neither you nor we will be responsible for delay or failure caused by an event genuinely beyond reasonable control, such as severe weather, flood, fire, power or water failure, road closure, accident, serious illness, government restriction, civil emergency or failure of essential equipment despite reasonable maintenance.

The affected party must take reasonable steps to reduce the effect of the event and communicate where practical. If the delay becomes substantial, either party may end the affected service. You will pay only for any useful service already supplied and authorised non-returnable materials, and we will refund any balance paid for work not provided.

17. Personal information and photographs

We use personal information to prepare quotations, arrange and perform services, issue invoices, maintain records, respond to enquiries and meet legal obligations. More information is provided in our [Privacy Notice](#).

Operational photographs may contain parts of the property but we will take reasonable steps to avoid unnecessary personal information. We will not sell your personal data. Advertising use of identifiable photographs will be handled separately and, where consent is the appropriate legal basis, will require a freely given choice that can be withdrawn for future use.

Our website's use of cookies and similar technologies is explained in our [Cookie Policy](#).

18. Complaints and alternative dispute resolution

We aim to resolve concerns directly, fairly and promptly. Please contact:

Elyte Gutter Cleaning 6 Steward Close, Stuntney, Ely, Cambridgeshire, CB7 5TW
hello@elyteguttercleaning.co.uk 01353 440212

Please include your name, property address, date of service, the nature of the complaint and the outcome you are seeking. We may ask for photographs or a reasonable opportunity to inspect.

If a complaint reaches deadlock, we will tell you whether we are willing or required to use an approved alternative dispute resolution provider and provide the relevant provider's details where applicable. You may also seek independent advice from Citizens Advice or your local Trading Standards service. This section does not prevent either party from using the courts.

19. Changes to these Terms

The version supplied or made available when your contract is formed applies to that booking. We may update the website version for future bookings to reflect changes in our services, law or business practices.

We will not retrospectively make a material change to an existing contract without your agreement unless the change is required by law and does not reduce your legal rights. Keep the booking confirmation or ask us for a copy of the applicable version.

20. General legal provisions

20.1 Entire agreement and statements made to you

The contract consists of the accepted quotation, booking confirmation, these Terms and any specific written change agreed by both parties. Information we give you about the trader or service may be legally binding where consumer law says it forms part of the contract. Nothing in this section excludes responsibility for fraud or a statement on which you were legally entitled to rely.

20.2 No transfer by you without consent

Your booking is personal to you and the stated property. You may not transfer it to another person or property without our agreement, which we will not unreasonably withhold where the change does not materially affect the work or risk.

20.3 Third-party rights

Unless these Terms expressly say otherwise, a person who is not a party to the contract has no right to enforce it under the Contracts (Rights of Third Parties) Act 1999.

20.4 If part of these Terms is invalid

If a court or relevant authority finds that part of these Terms is unlawful or unenforceable, that part will be treated as removed or limited to the minimum extent necessary. The remaining terms will continue to apply.

20.5 Delay in enforcing a right

If either party delays enforcing a contractual right, that does not automatically waive the right. A waiver on one occasion does not create a waiver on another occasion.

21. Governing law and courts

These Terms and the contract are governed by the law of England and Wales.

If you are a consumer resident in England or Wales, you may bring legal proceedings in the courts of England and Wales. If you live in Scotland or Northern Ireland, you may also have the right to bring proceedings in the courts where you live. Nothing in this section removes a mandatory right that applies to you.

22. Model cancellation form

Complete and return this form only if you wish to cancel a service contract during a statutory cancellation period. You may instead send any other clear statement that you wish to cancel.

To: Elyte Gutter Cleaning, a trading name of Terry Cooper Group Ltd 6 Steward Close, Stuntney, Ely, Cambridgeshire, CB7 5TW hello@elyteguttercleaning.co.uk

I/We hereby give notice that I/we cancel my/our contract for the supply of the following service:

Service:

Property address:

Date ordered/booked:

Name of customer(s):

Address of customer(s), if different:

Signature of customer(s), only if sent on paper:

Date:

Elyte Gutter Cleaning is a trading name of Terry Cooper Group Ltd. Registered in England and Wales under company number 09865860. Registered office: 6 Steward Close, Stuntney, Ely, Cambridgeshire, England, CB7 5TW.