

New Late key wavier.

If you are moving house and are evaluating or comparing removals quotes the company may have discussed a 'late key waiver' with you. This waiver allows you to pay a small amount to protect you against the possible additional charges you would incur if anything delays the time you have access to your new home on move day. Even with the most careful planning, sometimes there will be delays on move day as some things are out of your control.

For example, if the previous owners of your new house are late vacating the property or there's a hold up with the transfer or clearance of funds somewhere along the chain then it can delay you gaining access to your new property at the time you were expecting.

In this kind of situation, where the removal crew are stuck waiting outside with a truck full of your belongings, you could be liable for extra costs.

Why are there extra costs if we can't get keys to our new home at the time we planned?

When we give you a quote for your move we base that on the amount of time we think it will take the number of crew members we send to complete your move. If they have to sit and wait without being able to get on with this work we still have to pay them and although we understand this is outside of your control this means our costs to do the job are higher than we expected and is covered in our contract based on the information you gave us.

How does a late key waiver protect me from these costs?

Unwanted and unexpected charges on your move day, when you might already be feeling stressed or anxious, aren't something anyone wants to have to face. A Late Key Waiver is a one-off fee that you pay prior to moving, which ensures that should you be delayed in picking up the keys to your new property, the removal crew will wait up to 3 hours without you having to pay anything extra. (In our experience most moves that are delayed get access within 3 hours).

Essentially, the Late Key Waiver is designed to give you the peace of mind that if something should hold you up on move day, you won't incur any extra costs you haven't budgeted for and takes at least the financial stress out of the situation.

What could my extra costs be if keys are late without the Late Key waiver?

This depends on how many crew members are undertaking your move and how long they have to wait, your move consultant will be able to tell you the charges based on your move requirements.

Here's an example:

Basic removals charge quoted: £600+vat

3 hour delay charge: £150+vat

Total move cost WITHOUT late key waiver: £750+vat

Total move cost WITH late key waiver: £650+vat

Saving by taking the late key waiver in the event of a delay = £100+vat

How do I get a late key waiver?

You should see a line on your quote with this option that you can tick when you send us your acceptance. If you don't see this line on your quote please just let us know and we can put this in place for you.