



Lancashire Fire Compliance Ltd

Terms & Conditions

Last updated: 9 August 2026

1. About us

These Terms & Conditions apply to services provided by Lancashire Fire Compliance Ltd ("we", "us", "our"). By requesting our services or making a booking, you agree to these Terms & Conditions.

Lancashire Fire Compliance Ltd

[61 Elmstead, Skelmersdale, WN8 6DA, UK]

Email: info@lancashirefirecompliance.co.uk

Telephone: [01695 355 432]

2. Our services

We provide professional fire safety and fire door compliance services, which may include:

- Fire door inspections
- Fire risk assessments
- Fire safety advice
- Compliance reporting
- Re-inspections
- Action plans
- Fire door repairs and replacements
- Site visits and consultations

The exact scope of each service will be confirmed in the relevant quotation, booking confirmation or written agreement.

3. Quotations

Where a quotation is provided, it will set out the agreed scope of work and applicable fees. Unless otherwise stated, quotations are based on the information available to us at the time they are prepared. If the scope of work changes or additional issues are identified that fall outside the agreed scope, we will discuss any additional work and associated costs with you before proceeding wherever reasonably practicable.

4. Site visits and appointments

Customers are responsible for ensuring that we have reasonable access to the premises at the agreed date and time. Where access cannot be provided, or the appointment cannot reasonably proceed due to circumstances outside our control, we may need to rearrange the appointment. We will make reasonable efforts to accommodate changes to appointments.



5. Fees and payment

Our fees will be confirmed at the time of booking or within the relevant quotation. Unless otherwise agreed in writing, payment is due in accordance with the booking or invoice terms. Where online payment is available, payment will be processed through the payment provider offered through our website. Additional work outside the agreed scope will be subject to additional charges agreed with the customer.

Current booking service: Site Visit/Consultation — £60

6. Cancellation and rearrangement

If you need to cancel or rearrange an appointment, please contact us as soon as reasonably possible. We reserve the right to charge for appointments cancelled at short notice or where access is unavailable, where this has been clearly communicated to the customer in advance. Any cancellation rights that apply under applicable consumer law will not be affected by these Terms & Conditions.

cancellation/rearrangement notice period minimum 24 on inspections and consultations and 48 hours on risk assessments and repairs/replacements.

7. Reports and recommendations

Our reports and recommendations are based on the condition of the premises, information provided to us and observations made during the relevant inspection or assessment.

Reports are prepared for the client and the specific premises assessed and should not be relied upon as a general assessment of other premises or conditions that were not inspected.

Where remedial works are recommended, the responsibility for arranging and completing those works remains with the client unless Lancashire Fire Compliance Ltd has separately been contracted to undertake them.

8. Fire safety responsibilities

Our services are intended to assist clients in identifying fire safety issues and understanding appropriate actions. Our inspections, assessments, reports or advice do not remove the client's legal responsibilities for fire safety within their premises. Clients remain responsible for implementing appropriate fire safety measures and ensuring that recommended remedial works are completed where required.

9. Contractors and subcontractors

Where appropriate, we may use suitably competent contractors or subcontractors to assist with agreed works. Where subcontractors are used, we remain responsible for managing the agreed scope of our service to the client.

10. Limitation of liability

We will provide our services with reasonable care and skill. We will not be responsible for matters that were not reasonably identifiable during the inspection or assessment, information that was withheld or incorrectly provided, defects that arise after the inspection, or circumstances outside our reasonable control.

Nothing in these Terms & Conditions excludes or limits liability where doing so would be unlawful, including liability for death or personal injury caused by negligence or for fraud.

11. Intellectual property and reports

Reports, documents and other materials prepared by Lancashire Fire Compliance Ltd remain our intellectual property unless otherwise agreed in writing. Clients may use reports provided to them for the purposes for which they were prepared. They



must not be altered, reproduced for commercial purposes or represented as having been prepared for another property or purpose without our written permission.

12. Confidentiality

We will treat information provided to us in connection with our services as confidential, except where disclosure is required by law, necessary to provide the agreed service, or otherwise authorised by the client.

13. Complaints

If you are unhappy with any aspect of our service, please contact us as soon as possible so that we can investigate and attempt to resolve the matter.

Complaints: info@lancashirefirecompliance.co.uk

14. Changes to these Terms

We may update these Terms & Conditions from time to time. The Terms applying to a particular booking or service will be those in force when the booking or agreement is made, unless otherwise agreed.

15. Governing law

These Terms & Conditions are governed by the laws of England and Wales. Any disputes will be subject to the jurisdiction of the courts of England and Wales, subject to any applicable consumer rights.