**CCTV Terms and Conditions.**

These terms and conditions and to be read in conjunction with the company general terms and conditions provided.

1. John Wall Drainage Service Ltd has made every concerted effort to produce a quantative CCTV report. We have outlined significant observations and where applicable, any remedial action we feel is required. We cannot accept any liability for misinterpretation by other parties of the information provided in this report.

2. The conditions of the drainage observed in this report are that only of the Drainage Engineer on the day the survey was completed.

3. Unless otherwise stated the invert level of any inspection chamber (manhole) is measured vertically from the bottom of the channel to the top of the chamber cover. All measurements are approximate.

4. John Wall Drainage Service Ltd use a grading system to identify displacements on a pipe, these will medium (10mm) or large (anything above 10mm). This system is useful to quickly identify where remedial works are required. The grading is our interpretation of the defects and the findings are the opinion of the Drainage Engineer who completed the report - care should be taken when interpreting these scores.

5. Considering the nature of CCTV surveys - at any time the distances given in the CCTV survey report may differ from the actual measurements on site. If any remedial works are to be carried out resulting from this survey by ourselves or another party, actual ground measurements must always be taken prior. No responsibly with be accepted by ourselves for any inaccuracy in relation to any distances recorded.

6. The clock reference system is used within our report, this is used to indicate where observations are being made. For clarity, the top of the pipe is 12 o’clock and the bottom of the pipe is 6 o’clock. Where observations are made between points on the clock face, they are done so in a clock wise direction.

7. A copy of the CCTV survey and report may be kept up to one year from the report date, during which time, duplicates can be purchased if required. After this time the original will be destroyed. No copies will be issued to third parties without written consent. The CCTV survey will be sent via a download link which will expire after a certain amount of time, it is the Employer’s responsibility to download and retain the CCTV survey report and footage for future reference.

8. The drawing provided within the CCTV report are not to scale and are for reference purposes only. If scaled drawing are required these may be provided at an additional fee.

9. Any quotation arising from the CCTV survey report will be valid for one calendar month.

10. If access is required onto private land it is the customers responsibility to ensure all relevant permissions are obtained prior to our attendance.

11. If we are required to work within a confined space as defined by the Health and Safety At Work Act, we reserve the right to charge for any additional safety equipment.

12. If damage or loss is sustained to the companies equipment due to reasons beyond their control or due to defective pipe work or some other unknown risk, the company reserves the right to charge for the costs of retrieving the equipment, including the instruction of another contractor and/or costs to replace the equipment and all associated equipment. The company also reserves the right to charge for loss of profits at the rate of £250 (Excl VAT) per day due to downtime of the equipment up to a maximum of 7 days. If after this time the equipment has not been retrieved, the Employer is fully responsibility for full replacement of the equipment and all associated equipment.

13. Only accessible, viewable drainage will be surveyed, if remedial works are required to gain access to a drain to allow a CCTV survey to take place, additional charges may be incurred.

14. In order to obtain a quality report, the drainage may need to be high pressure water jetted prior, if this is the case, additional costs may be incurred.

15. Notice of any known dangers to be aware of i.e. chemical, tidal, etc. will also be required from the Employer. If the aforementioned information is not received prior to the issue of the quotation or the start of the works then it is assumed that no services/dangers exist. If any unknown danger is found after the works begin, additional costs will be incurred.

16. Unless otherwise stated, the Employer will be responsible for the diversion of traffic, where applicable, to enable the works to be carried out.

17. If the planned dates for works cannot be carried out due to reasons beyond our control (e.g. weather conditions, material delays etc) the works will be rearranged at the earliest opportunity.

18. If after the CCTV survey has begun, asbestos or any other hazardous substance is found, all works will be stopped immediately and reported to the Employer for them to arrange specialist removal.

19. In order to gain access to a drain, access panels, toilets, bath panels etc may need to be removed. We are willing to remove these on the condition that if they break or cannot be replaced as before, we are not held financially responsible.