Terms and Conditions

Last updated 9 November 2026 · Current version: www.1van1man.com/terms-and-conditions.html

This is our terms & conditions summary - our terms summarised in "plain" & easy to read English. You can read our full terms & conditions here.

Terms & Conditions Summary

Minimum Fee Rates

For all office and house removals in York, the minimum charge applied will be £170 for the first two hours. This is the minimum amount charged for a removal service involving one operative and a one van. If two operatives are requested for your removal service, the minimum charge will be £180 for the first two hours with one van.

Beyond this, charges will be applied in one hour blocks at a pre-confirmed hourly rate.

The minimum cost of long distance removal services is calculated upon the time required to travel between the designated pickup point to the final destination.

Quotes

We reserve the right to ammend a quoted price if the task or circumstances lead to an increase in time, mileage or extra cost. For example, if we turn up to a job and the customer has not told us that parking is a sizable distance from their house.

Start Times

Please note that quoted start / arrival times for all removals jobs are simply an estimate and are subsequently subject to change.

1 Van 1 Man will not accept responsibility for any service delays; especially those caused by matters beyond our control. This includes extreme weather events, traffic levels, terrorist events and other problems which we have no control over.

Job in Progress

It is the customers responsibility to ensure either they or a third party are present during the removal service to guarantee the correct items are moved from the premises and delivered to their rightful place at the new address. We do not accept responsibility for any items mistakenly taken, left behind or moved to the wrong place due to the absence of the customer or customers representative

Payment Policy

Full payment of any outstanding balance is to be paid upon completion of the job, and in cash. Other payment methods are available, but should be discussed with 1 Van 1 Man, prior to the start of the job and arranged at least a week in advance.

Damages

We cannot accept any responsibility for any incidents, accidents or damages to belongings, or any instances of lost property which occur after the job has been completed and payment has been settled. We accept no responsibility for damage caused to items as a result of poor or incorrect packing.

Insurance

Our Goods in Transit insurance covers the items we are moving up to the value of £10,000.

Parking Arrangements / Vehicle Loading & Unloading

Customers who book our service have a responsibility to ensure there is somewhere adequate to park the van at both ends of the job in question.

Should the van receive a parking ticket whilst working on your removals job, the customer will be solely responsible for settling the fine.

The height of our Luton van is 3.2 metres. Please let us know if this is an issue (low bridges, car park barriers, etc).

Dismantling & Reassembly Of Furniture

Customers need to ensure all furniture is dismantled for transit prior to our arrival. If we are asked to dismantle any item of furniture, or find that dismantling the furniture is necessary during the move, it is the customer's sole responsibility to reassemble the furniture when it arrives at the destination, unless previously negotiated with ourselves before hand.

It is the responsibility of the customer to keep all fixtures, fittings, bolts and screws for furniture in a safe and secure place. We accept no responsibility for lost fittings and fixtures.

Additional Responsibilities Of The Customer

It is the responsibility of the customer to make sure all furniture will fit into the premises at the destination. We are not prepared, or insured to remove doors, dismantle door frames or otherwise "tamper" with entrances to buildings.

Customers need to ensure all walls, carpets, woodwork etc. is adequately protected before we undertake the removal of items. We do not accept any responsibility for damage or marks made to areas which are not properly protected.

Delays which are deemed to be the fault of the customer, for example not having all items packed, supplying the wrong address, waiting for collection of keys etc., may incur an extra charge to the final bill.

Your Contract

You may cancel your move with us at any time prior to receiving a Confirmation Notice by notifying us of your decision to cancel.

If you cancel, amend dates or postpone the agreed removal work, the following terms and conditions will apply:

- Our standard admin handling fee £45 is charge if you cancel, postpone, or amend dates after booking with us and before:
- 8 to 10 working days from the start date: you agree to pay 1 Van 1 Man 30% of the initial cost / Van Hire Fee / first two hrs of the deposit.
- 7 working days or fewer from the start date: you agree to pay 1 Van 1 Man 50% of the initial cost / Van Hire Fee / first two hrs of the deposit.

- One day before, or on the day the work starts, or at any time after the work has started: you agree to pay 1 Van 1 Man 100% of the price of the work, or any deposits paid will be lost.

1 Van 1 Man reserves the right to change, amend or cancel bookings as necessary.

Abuse, rudeness and violence towards any member of our staff will not be tolerated.

Should a driver need to abort a job due to aggression or abuse, the customer will still be charged the full amount for the booking.