



1. Introduction

These Terms and Conditions (“Terms”) set out the agreement between The Property Partner (“we”, “our”, “us”) and the client (“you”, “your”), being letting agents or landlords who engage our services. By booking or using our services, you agree to be bound by these Terms.

Trading name: The Property Partner

Operated by: The Property Partner is a trading name of Cherish Dean (Sole Trader)

Email: cherish@thepropertypartner.uk

Telephone: 07348940386

2. Services Provided

The Property Partner provides flexible property support services to letting agents and landlords, including but not limited to:

- Property Viewings
- Inspections and Inventories
- Meter Reads & Fire Safety Checks
- Key Holding and Access Management
- Property Staging & Styling
- Property Sourcing
- Tenant Finds

Full service descriptions and pricing are available via our website or booking page.

Service Delivery

Services are delivered strictly within the duration of the booked time slot. Any additional time required must be booked separately.

Access

Access to the property must be arranged in advance.

Clients are responsible for providing accurate access details, property information, and any specific instructions at the time of booking to ensure the appointment can be completed as scheduled.

Failure to provide appropriate access may result in the appointment being cancelled and/or charged in accordance with the cancellation terms.

Key Collection & Returns

Key collection and return are included within half-day and full-day bookings.

For hourly bookings, additional travel, coordination, or key handling may incur an additional charge, which will be confirmed in advance where applicable.

Travel

Travel within 3 miles of Leicester City is included within standard bookings.

Travel beyond this area may be charged at £0.60 per mile.

Availability

Every effort will be made to accommodate urgent or same-day bookings. Clients are advised to contact directly for the quickest response where time-sensitive support is required.

VAT

All prices include VAT.

3. Bookings and Payment

- Services may be booked via the online booking system on the website or by direct arrangement.

- All services will be invoiced upon completion of the booked appointment.
 - Invoices will be issued electronically and will include a full breakdown of services provided.
 - Payment is due within 7 days of the invoice date, unless otherwise agreed in writing.
 - Payment must be made by bank transfer to the details provided on the invoice.
 - Any additional services, extended time, travel beyond the included radius, or unplanned requirements may be invoiced separately.
 - We reserve the right to charge interest on overdue invoices in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.
 - Services may be paused and/or future bookings declined where invoices remain unpaid beyond the agreed payment terms.
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4. Cancellations and Refunds

Bookings may be cancelled or rescheduled with a minimum of 24 hours' notice.

Where a booking is cancelled with less than 24 hours' notice, the full booking fee may be charged.

Where access is not available at the scheduled time, the booking may remain chargeable.

Where travel has already commenced, reasonable travel costs may apply.

If The Property Partner must cancel due to circumstances beyond reasonable control, a rescheduled appointment will be offered where possible. Applicable cancellation charges will still apply where relevant.

5. Access and Client Responsibilities

- The client must ensure safe and timely access to the property for the agreed service time.
 - All access details, property information, and instructions must be provided accurately at the time of booking.
 - We are not responsible for delays or cancellations resulting from failure to provide access.
 - Keys provided for access must be clearly labelled and stored securely.
 - The client is responsible for ensuring the property is safe and compliant for entry.
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6. Our Responsibilities and Liability

All services are carried out with reasonable care, skill, and professionalism.

All services are provided personally by Cherish Dean, who holds an enhanced DBS certificate and is fully covered by public liability and professional indemnity insurance.

We will not be liable for any indirect, incidental, or consequential losses.

Our total liability for any claim shall not exceed the total amount paid for the specific service in question.

7. Confidentiality and Data Protection

We handle all client and property information in accordance with UK GDPR.

Information collected will be used solely for service delivery, administration, and communication purposes.

We will not share client data with third parties without consent unless required by law.

Full details are available in our Privacy Policy.

8. Force Majeure

We shall not be liable for any failure or delay in performance caused by events beyond our reasonable control, including but not limited to illness, extreme weather, transport disruptions, or other unforeseen circumstances.

9. Termination of Services

Bookings are made on an ad hoc basis. There are no ongoing contractual obligations beyond each confirmed booking unless otherwise agreed in writing.

We reserve the right to decline or discontinue services at our discretion, including in cases of non-payment, misuse of services, or unreasonable conduct.

Clients may cancel individual bookings in accordance with the cancellation policy outlined above.

10. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the English courts.

Last updated: March 2026

For questions regarding these Terms, please contact cherish@thepropertypartner.uk