

Website Terms & Conditions

1. Introduction.

Chambers Estate Agents is committed to providing a professional, fair, respectful and inclusive estate agency, lettings and property management service.

We believe that every person who deals with our business should be treated with dignity, courtesy and respect. This applies to landlords, prospective contract-holders, contract-holders, tenants, applicants, guarantors, clients, customers, staff, contractors, suppliers, professional partners and all other service users.

We will not unlawfully discriminate, harass, victimise, disadvantage or treat any person less favourably because of a protected characteristic, family circumstances, disability, pregnancy, receipt of benefits, lawful source of income, vulnerability, support need, communication need, or any other factor that is irrelevant to the provision of our services.

This policy forms part of our wider commitment to high professional standards, fair housing practice, consumer protection, Rent Smart Wales compliance, UKALA membership standards and responsible property agency practice.

2. About Chambers Estate Agents

Chambers Estate Agents (Cardiff) Limited operates as an estate agency and residential lettings business. The company is licensed by Rent Smart Wales to perform letting and management activities, maintains membership with the Property Redress Scheme, and holds Client Money Protection through UKALA.

Company:	Chambers Estate Agents (Cardiff) Limited.
Trading as:	Chambers Estate Agents
Address:	35 Merthyr Road, Whitchurch, Cardiff, South Glamorgan, CF14 1DB
Company Number:	08194230
Rent Smart Wales Licence:	LR-75096-91052
Client Money Protection:	UKALA Client Money Protection (CMP)
Client Money Protection Membership:	21352
Redress Scheme Membership:	PRS026998

3. Use of this Website

You may use this website for lawful purposes only.

You must not use this website in any way that breaches applicable law or regulation, is fraudulent, harmful, misleading, abusive, defamatory, discriminatory, offensive, unlawful or otherwise inappropriate.

You must not misuse this website by knowingly introducing viruses, malware, harmful code, automated scraping tools, denial-of-service attacks or any other technology or activity that may damage, disrupt, interfere with or impair the website or its operation.

You must not attempt to gain unauthorised access to this website, the server on which it is hosted, or any connected system, database or network.

Chambers Estate Agents reserves the right to restrict, suspend or terminate access to the website where misuse is suspected.

4. Website Content

The content on this website is provided for general information only.

Although Chambers Estate Agents takes reasonable care to keep website information accurate and up to date, we do not guarantee that all content is complete, accurate, current or free from error at all times.

Website content should not be treated as legal, financial, tax, mortgage, insurance, surveying, valuation, investment or professional advice.

You should obtain independent professional advice where required before making any decision based on information on this website.

5. Property Particulars and Property Information

Property details, particulars, descriptions, photographs, floorplans, measurements, maps, availability, rent, price, tenure, council tax information, utility information, broadband information, mobile coverage information, parking information, lease details, service charges, ground rent, restrictions and other property information are provided in good faith and for general guidance.

Property information may be supplied by landlords, sellers, developers, managing agents, third-party data providers, contractors, public sources or other third parties.

Chambers Estate Agents takes reasonable care when preparing and publishing property information, but does not guarantee that all property information is complete, accurate or up to date at all times. Applicants, prospective contract-holders, buyers, tenants, landlords and other users should satisfy

themselves as to the accuracy of any information that is material to them before making an offer, submitting an application, entering into an occupation contract, exchanging contracts, completing a purchase or making any other decision.

Nothing on this website forms part of any contract unless expressly agreed in writing.

6. Measurements, Floorplans and Images

Measurements, floorplans and images are provided for guidance only.

Measurements are approximate and should not be relied upon as exact. Floorplans are intended to show general layout only and may not be to scale.

Photographs, videos, virtual tours and other images may show only selected parts of a property. They may have been taken at an earlier date and may not reflect the current condition, contents, furnishings, outlook, view, fixtures, fittings, decoration, garden, parking or surrounding area. Users should inspect the property and verify any information that is important to them before proceeding.

7. Valuations and Market Appraisals

Any valuation, rental valuation, market appraisal, instant valuation, online valuation or estimate provided through this website or following an online enquiry is provided for general guidance only unless expressly confirmed otherwise in writing.

Such information is not a formal valuation, survey, mortgage valuation, insurance valuation, tax valuation, investment appraisal or professional valuation report. A formal valuation, survey or professional report should be obtained where required.

8. Lettings Information and Permitted Payments

Information relating to rent, deposits, holding deposits, contract-holder payments, landlord fees and other charges is provided for general guidance and should be read together with our published fees and any property-specific information.

Chambers Estate Agents will not require a prospective contract-holder, contract-holder or tenant to make any prohibited payment under the Renting Homes (Fees etc.) (Wales) Act 2019. Any payment requested from a prospective contract-holder, contract-holder or tenant must be a permitted payment under the relevant legislation.

Where there is any uncertainty about a fee, payment, holding deposit, security deposit or charge, users should contact Chambers Estate Agents before proceeding.

9. Equality and Non-Discrimination

Chambers Estate Agents is committed to providing services fairly, professionally and without unlawful discrimination.

Website content, property listings and marketing material must not be interpreted as excluding or discouraging any person because of protected characteristics, disability, pregnancy, family status, children, receipt of benefits, Universal Credit, lawful source of income, nationality, race, religion, sex, sexual orientation, age, gender identity, vulnerability or support need.

Any property restriction must be lawful, objective, evidence-based, proportionate and property-specific.

If a user has concerns about discriminatory wording, accessibility or fair treatment, they should contact Chambers Estate Agents.

10. Third-Party Links and Services

This website may contain links to third-party websites, portals, platforms, tools, maps, videos, property search services, social media pages, valuation tools, mortgage or insurance providers, referencing platforms, payment platforms or other external services. These links are provided for convenience only.

Chambers Estate Agents does not control third-party websites or services and is not responsible for their content, availability, accuracy, privacy practices, cookie practices, security or terms of use. Use of third-party websites or services is at the user's own risk and may be subject to the third party's own terms and privacy information.

11. Online Forms and Enquiries

Where you submit an enquiry, valuation request, viewing request, application request, contact form, callback request or other information through the website, you must ensure that the information provided is accurate, complete and not misleading.

Submitting an online form does not guarantee that a property is available, that a viewing will be arranged, that an application will be accepted, that a valuation will be provided, or that Chambers Estate Agents will be able to provide the requested service.

Personal information submitted through the website will be handled in accordance with our Privacy Notice.

12. Intellectual Property

All intellectual property rights in this website and its content belong to Chambers Estate Agents, its licensors or relevant third-party providers unless otherwise stated.

This includes text, branding, logos, images, photographs, videos, floorplans, property particulars, website layout, design, graphics, documents, policies, downloads and other content.

You may view, download and print website content for personal, non-commercial use only.

You must not copy, reproduce, modify, distribute, publish, sell, license, scrape, extract, frame, mirror or commercially exploit any website content without prior written consent from Chambers Estate Agents or the relevant rights holder.

13. Downloadable Documents

This website may provide access to downloadable documents, policies, forms, guides, fee schedules, application information or other resources.

These documents are provided for general information and may be updated from time to time. Users should ensure that they are using the latest version and should contact Chambers Estate Agents if they are unsure whether a document remains current.

No downloadable document should be treated as legal advice unless expressly stated.

14. Viruses and Security

Chambers Estate Agents takes reasonable steps to maintain website security, but does not guarantee that the website will be secure or free from viruses, malware or other harmful material.

Users are responsible for using appropriate virus protection, firewall protection, device security and safe browsing practices.

Chambers Estate Agents will not be liable for loss or damage caused by viruses, malware, cyber incidents, distributed denial-of-service attacks or other technologically harmful material arising from use of the website, except where liability cannot lawfully be excluded.

15. Limitation of Liability

Chambers Estate Agents does not exclude or limit liability where it would be unlawful to do so. Subject to that, Chambers Estate Agents will not be liable for loss or damage arising from use of, inability to use, or reliance on this website or its content, including loss arising from inaccurate content, outdated content, website unavailability, third-party links, technical issues, viruses or user reliance on general information.

Nothing on this website removes or limits any statutory rights that cannot lawfully be excluded.

16. Privacy and Cookies

Personal information collected through this website will be handled in accordance with our Privacy Notice.

The website may use cookies and similar technologies. Further information is available in our Cookie Notice.

Users should read both documents before using the website or submitting personal information.

17. Complaints

Chambers Estate Agents maintains a Complaints Policy and Procedure.

If you wish to raise a complaint about this website, website content, property information, services, accessibility or any other matter, please contact:

Chambers Estate Agents (Cardiff) Limited

Trading as Chambers Estate Agents
35 Merthyr Road, Whitchurch, Cardiff,
South Glamorgan, CF14 1DB

- **Email:** info@chambersestateagents.co.uk
- **Telephone:** 029 2052 2106
- **For the attention of:** The Directors / Senior Management
- **Address:** Chambers Estate Agents 35 Merthyr Road,
Whitchurch, Cardiff, South Glamorgan, CF14 1DB

18. Governing Law

These Website Terms and Conditions are governed by the law of England and Wales. The courts of England and Wales will have jurisdiction, subject to any applicable statutory, regulatory, tribunal, redress or alternative dispute resolution process.

Thanks you.

**We hope this
Information
has helped.**

