

# Terms and conditions

## For regular weekly or fortnightly services.

### General

By confirming all details and allowing the cleaner to enter their property, all customers agree with these Terms & Conditions.

The customer agrees to pay by cash to the cleaner directly on the day or by setting up a bank standing order before the service commences. If the payment is not received, the cleaning company reserve the right to suspend or cancel the service.

Every domestic cleaning service operates under a minimum agreed time, which is confirmed by e-mail in writing. The cleaning company must be notified by e-mail at least 48 hours before the service regarding any changes in the agreed cleaning time. (Example: if the customer needs to change the working time from 3 hours to 2 hours, the cleaning company must be notified 48 hours prior the next visit, otherwise the customer will have to pay the full amount for 3 working hours).

The customer agrees to provide a list of cleaning tasks required and all detergents, supplies and equipment needed for cleaning, unless otherwise agreed with the cleaning company. All equipment and supplies should be in safe working order.

The cleaning company is NOT responsible for any alarms triggered during a cleaning service visit. The customer MUST provide the cleaning company with full instructions for disabling and/or resetting and alarm systems on the premises.

Customer agrees to inform the cleaning company when providing the cleaner with keys for their property.

For all regular cleaning services we do not require minimum term contract. We require at least one week's notice to cancel the service.

The price quoted to the customer over the telephone or in email ONLY includes cleaning and ironing labour costs.

Should a meeting with the cleaner be required by the customer, £10 payment should be paid, to cover travel and time expenses.

### Insurance

The cleaning company and the individual cleaners hold Public Liability insurance. (which can be found on our web site).

The limit of the cover of Public Liability insurance is no less than a minimum of £1,000,000. Neither the cleaning company nor its insurers shall be liable for the first £100 or less in value. However, where the cleaning company has not fulfilled its obligations to perform with reasonable care and skill under the Agreement or has failed its obligations at all or to any significant extent, the cleaning company may also be liable for the first £100 of any claim.

The householder shall have adequate insurance cover in place against liabilities to the Cleaner and shall produce to the cleaning company a copy of the appropriate insurance policy and certificate if so requested by the cleaning company. (This may be in form of general household insurance policy).

There is £250 excess on any claim, of which £100 are paid by customer and £150 by the cleaning company.

The cleaning company reserves any right to refuse to disclose the confidential company documents.

### Liability

The cleaning company is not liable for:

Completing jobs not listed on the customer's task list.

Completing jobs where sufficient cleaning products/equipment were not supplied to do so.

Any third parties or their actions who enter or are present at the customer's premises during the cleaning visit.

Any wear and discolouration of fabric that becomes more notable once dirt is removed

The removal of old/permanent stains that are not affected by standard cleaning methods on fabrics and carpets.

The removal of any stains, spillage or damage that cannot be completely removed by the cleaning products/equipment provided by the customer or standard carpet cleaning measures.

Any damages caused by faulty products/equipment provided by the customer.

If the customer requires items to be cleaned that require specialist products/supplies beyond standard, the cleaning company reserves the right to refuse to provide such specialist provisions/ The cleaning company will advise the customer to provide such specialist cleaning supplies, and provide instructions to the sales operative when placing the order via telephone or email before the service is carried out OR to the cleaner when they arrive.

### Payments to our cleaner

Payment is requested on completion on the day of the cleaning session.

Payment needs to be made in cash on completion of the service.

Payment can be made via standing order, which should be set up at least 3 days prior to the cleaning appointment. Customer agrees to notify the cleaner as soon as such payment is set up.

Customer understand that any 'late payments' may be subject to additional charges.

Our company holds a credit limit of £50.00 outstanding balance, associated with corporate customers, agencies and any type of business registered entities. No bookings for service will be accepted considering company liabilities have reached, or exceeded the aforementioned limit.

### Payments to the agency

Agency fees are charged via a direct debit setup on a fixed agreed day of each calendar month.

If the agency is unable to collect payment when due they reserve the right to charge a admin fee of £25.00 for any amounts uncollected and interest will be added at rate of 3% above the base rate of Barclay's bank plc.

The customer has the right to cancel any direct debit instructions at any time but to avoid charges being added we require one calendar months notice in writing to cancel instructions,

### Customer satisfaction

The customer understands that he/she is not entitled to any refunds.

If the customer is not completely happy with the cleaning service, the cleaning company will send an operative cleaner to carry out a recovery clean to re-clean any areas to the customer's satisfaction. If the customer does not want a recovery clean to take place, a refund will not be offered in place.

The customer must be present at all time during the recovery clean.

The cleaning company reserves the right to offer one recovery clean per service.

In order to ensure customer's satisfaction, the company reserves the right to perform periodic quality checks to its cleaners on spot. Such checks can be performed only with the express consent of the customer. The cleaners are not aware about the time and the place of such quality checks.

### Complaints

Reports of poor service, breakage or damage MUST be reported by the customer to the cleaning company with 24 hours of visit. Reports received after this time frame will not entitle the customer to any refund or replacement service.

The cleaning company will respond to any complaint reports within 2 working days after receipt of report.

Complaints should be made preferably in writing via email or verbally via telephone, but must be received within 24 of the service. In case the complaint is made verbally, the operator with the cleaning company with whom the customer speaks, when reporting the complaint will send the customer a summary of the conversation via email. Until the customer replies to that email the complaint cannot be accepted.

The customer agrees to secure or remove any fragile, breakable or highly valuable items Items excluded from the cleaning company's liability include: cash, jewellery, art, antiques and items of sentimental value. Refund of items of sentimental value will be made only at its current cash value.

### Cancellation

The customer may cancel or change the time of a cleaning service by giving at least 48 hours' notice prior the cleaning service. They can do this over the phone or by email.

The customer may terminate a regular cleaning service (rather than just cancel one week's appointment) by giving at least one full calendar months notice prior the cleaning service in writing via email, giving reason and specifying the last cleaning date.

The customer must pay the full price of a cleaning visit if the appointment is changed or cancelled less than 48 hours before the agreed start of the visit.

The customer must pay the full price of a cleaning visit if the regular cleaning service is terminated less than one week before the agreed start of the visit.

The customer must pay the full price of a cleaning visit if the cleaner is unable to enter the premises due to no one being home to allow access, the cleaner is being turned away, or a fault with the keys provided by the customer. All keys provided must be able to open the premises without any special knowledge, skill or ability.

In the event a customer terminates their cleaning service with the cleaning company and we are in possession of customer's keys, it is the customer's responsibility to make sure we know of the termination before the last cleaning appointment, where a hand back if key will take place in exchange for any payments due. If the last payment is not made on the last day then keys will not be returned until final payment has been received. In this case, it will then be customer's responsibility to collect their keys from the office following payment.

To protect the business in interests of the cleaning company, and in respect to the efforts, time and monetary investments we make to organize, approve and ensure quality of all cleaners, we appoint and customer hereby agrees. That the customer will not approach or engage directly the cleaners, who have been introduced to the customer by our cleaning company, for the duration of the agreement and 12 months henceforth. The customer also agrees, similarly, to not directly introduce our cleaner to another third party to directly engage them, for the same period.

In the case that the clause is breached, the customer also agrees to pay a recruitment fee of £500 to our cleaning company. Otherwise the cleaning company will look for their rights at a small claims court.

### Special offers

The cleaning company offers one free of charge visit for every time a customer recommend us to a new customer.

Promotional offers cannot be combined with other offers and discounts.

Promotional offers offers do not apply for minimum charges.

Promotional offers are subject to availability and usually apply for specific days, time slots and areas.

These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them, the customer agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom. The cleaning company reserves the right to make changes to may part of these terms and conditions without giving any prior notice beyond informing all existing customer if any of the above clauses are changes.