

## Domestic Cleaning Services

### Domestic Cleaning Services Commitment

Domestic Cleaning Services reserves the right to make changes to any part of these terms and conditions without prior notice.

### Introduction

1.1 Domestic Cleaning Services requires a minimum of 2 hours per cleaning per week / fortnightly.

1.2. Domestic Cleaning Services is invoiced on the day of the clean and is payable by BACS transfer to Domestic Cleaning Services within 24 hours of the clean. Failure to do so will incur an additional charge of £5.00 for each late payment

1.3. Domestic Cleaning Services self employed cleaners are fully insured with full public cover usually but not exclusively by Covea Insurance. All claims are subject to an insurance excess of £250 which is payable by the client on each & every claim made.

1.4. In case of a complaint, Domestic Cleaning Services requires to be notified in writing within 24 hours after completion of the cleaning work. No claims will be entertained after the above time limit.

1.5. Domestic Cleaning Services will not be responsible for triggering any alarm systems. The client should give any special instructions for deactivation/activation of any alarm systems

1.6 Existing customers will be given 14 days notice of any price changes.

1.7 Price is subject to review at anytime without prior notice.

1.8 Domestic Cleaning Services is working towards providing Eco Friendly cleaning products, until then we would ask you to provide your own cleaning products upon arrival for each clean.

Clients Obligation -

1.9. The client agrees to pay in full the cleaning charges to Domestic Cleaning Services if the client changes or cancels the date/time less than 48 hours prior to the scheduled clean.

2.0 If you wish to cancel the Domestic Cleaning Services service whilst on holiday please let us know as soon as possible. You do not have to pay Domestic Cleaning Services for this period, however we do require 72 hours notice.

2.1 The client may cancel Domestic Cleaning Services cleaning service by giving at least 30 days advanced notice by email or in writing, failure to provide the required notice will result in £75 cancellation fee or the full month's fees whichever one is greater.

2.2 By entering into a service agreement with Domestic Cleaning Services, the Client agrees that after the termination of the cleaning service and for a period of 18 months he/she will not hire or use any cleaner provided to the Client by Domestic Cleaning Services

2.3 So that we may communicate with you (to transact business and update you on matters relevant to your service) we are seeking your permission to store securely your personal data (in the form of contact details, address and phone number) according to the principles outlined above. By signing this agreement, you are agreeing to the above.

2.4 Client's must not pass the details of the cleaner to a third party for engaging in private work unless the referral routes are via Domestic Cleaning Services

2.5 It is the client's responsibility to ensure that property is clear and tidy for staff to commence cleaning works. Moving any heavy objects will not be covered by our insurance and also health & safety legislation dictates an obligation to safeguard their safety and welfare whilst at work.

2.6 The self employed cleaning operatives are not permitted to use any Bleaching Product; therefore any use of Bleaching Products used on or at a clients property is at the Clients request, and done at the Clients own risk and is not covered by their insurance. If you would like to permit use of Bleach at your property we must have this confirmed by email prior to this product being used. They are neither permitted to move any items of heavy furniture that may cause secondary damage to floors, carpets etc, this is not covered by their insurance. It is the client's responsibility to ensure that upon arrival for the clean that they have full tidy, clear, access to the property and areas that are being cleaned.

2.7 Domestic Cleaning Services is a pet friendly service however we would request that any known animals that are known to be unfriendly or have acted recently in that way must be notified to us in advance of our next cleaning appointment. We would also request that the animals are kept secure for the duration of our clean.

2.8 Any surfaces that have specific cleaning materials needs must be identified and made known to us prior to any cleaning appointments, we would request that you provide these special cleaning materials for us to use and to clearly advise the areas for these to be used.