



DOMESTIC CLEANING 4 U

201-203 Station Lane, Hornchurch, RM12 6TD
www.domesticcleaning4u.com

TEL: 01708 702 980

TERMS AND CONDITIONS

Please read these Terms and Conditions (“Terms”, Terms and Conditions”) carefully before using Domestic Cleaning 4u or www.domesticcleaning4u.com (“Domestic Cleaning 4U”, “us”, “we” or “our”) our services.

Your access to and use of our services is conditioned on your acceptance of and compliance with these Terms and Conditions. These Terms apply to all visitors, users and others who access our service.

By accessing or using our service is you agree to be bound by these Terms, if you disagree with any part of these terms then you may not access our services.

Domestic Cleaning 4u provides cleaners on a regular or occasional basis for private residences.

We pride ourselves in providing our clients with an impeccable standard of service. Many of our clients have been satisfied with our service since the very beginning and many have recommended our service to their friends and relatives.

The cleaners and ironers are selected by Domestic Cleaning 4u are self employed and of various nationalities; professional cleaners carefully selected, vetted, and insured.

Terms and Conditions

BETWEEN

- (A) **DOMESTIC CLEANING 4U** of 201-203 Station Lane, Hornchurch, RM12 6LL (“**Domestic Cleaning 4u**”) and
- (B) The Paying Client (the “**Client(s)**”)

WHEREBY:

1. Client

The Client agrees to the following:

- 1.1. To pay Domestic Cleaning 4u a monthly agency fee every month whilst they have a cleaner from us and the cleaner a set hourly (minimum of 2 hours on each visit).
- 1.2. To pay Domestic Cleaning 4u by standing order every month (Domestic Cleaning 4u reserve the right to increase the fee subject to a minimum of 30 days notice).
- 1.3. To deal directly with Domestic Cleaning 4u with regard to increasing, decreasing or moving your cleaners day(s) or hours.
- 1.4. To supply all the necessary cleaning materials, products and equipment, including fully operational Hoover and steam iron (as appropriate).

- 1.5. The Cleaners should not be asked to clean the exterior of buildings or the exterior of windows -only the interior of buildings.
- 1.6. To inform Domestic Cleaning 4u of any specialist surfaces i.e granite, stainless steel, marble, cooper, gold etc; any fragile possession that should not be touched i.e collectables clocks, ornaments, pictures etc
- 1.7. To notify Domestic Cleaning 4u in writing 30 days before any change of address or bank account

2. Domestic Cleaning 4u

Domestic Cleaning 4u agrees to the following:

- 2.1. To supply the Client with a cleaner for the duration of the agreement.
- 2.2. To replace a cleaner within 48 hours if you cleaner is off sick (in order for this services to be effective a spare key would need to be held at the office, therefore we would have two keys from you one held by your regular cleaner and one held at the office in a locked safe)
- 2.3. To replace your cleaner when she is on holiday (although we cannot guarantee you will get your usual cleaning day).
- 2.4. If we change your cleaner we will contact you first. We never send a stranger into you home without you prior knowledge and consent.

3. About Our Cleaners

- 3.1. A domestic cleaner is someone who will help you with your daily chores. Duties include:
 - 3.1.1. hoovering;
 - 3.1.2. dusting;
 - 3.1.3. polishing;
 - 3.1.4. cleaning inside windows,
 - 3.1.5. cleaning outside windows (ground floor only);
 - 3.1.6. cleaning surfaces,
 - 3.1.7. fridges,
 - 3.1.8. cookers,
 - 3.1.9. floors and
 - 3.1.10. washing dishes.
 - 3.1.11. General Tiding up
- 3.2. The cleaners are not liable under the following circumstances:
 - 3.2.1. The products you supply cause damage to your items.
 - 3.2.2. You have expensive items that need to be cleaned. You need to be sure that

the products you supply will not damage your items.

- 3.2.3. When they are following your instruction.
- 3.2.4. When items break due to natural wear and tear.
- 3.2.5. When an incident occurs out of their control i.e wind knocking over a picture frame.
- 3.3. You are responsible for supplying the cleaner clear written instructions on the products you use and where you want them to be used.
- 3.4. Although our cleaners will always do their best no matter what you ask of them, we would always advise you to get a specialist in to clean delicate furniture or furnishings.
- 3.5. Our cleaners are liable for damages when they have physically caused the damage i.e dropping a plate, iron burn on clothes, spilling fluids etc.
- 3.6. They should not be asked to move heavy furnishings; wash dishes that have been left for days; clean chandeliers and very high tops; dispose of personal hygiene or similar items or clean outside the building.
- 3.7. Our cleaners are self-employed and therefore if they do not work they do not get paid and if we know you do not need them we do pass them other work please see clause 8.2 in regards to payment.

4. Keys

- 4.1. Should we hold keys for the Client, then we would require 2 sets:
 - 4.1.1. one set is kept with your regular cleaner and
 - 4.1.2. one set is kept in a safe at the office.

This is so that we can offer a replacement cleaner to the Client on short notice, unfortunately if we do not hold a key then we cannot offer a cleaner within 24 hours of your cleaner being unavailable.

- 4.2. When the Client cancel's their cleaning contract your cleaner will leave the keys at your premises on their last clean.
- 4.3. If the Client cancel's their contract and the cleaner does not complete a last clean for the Client, then the Client will need to collect their keys from the office. Anytime Monday to Friday between 9.30am and 5.30pm or on Saturday between 10am and 2pm

5. Cancellation / Changing Days and Times

- 5.1. If the Client needs to cancel or change their cleaner day or time we do require at least 48 hours notice, if it is less than 24 hours notice then the Client will still be charged for the clean they would have had.

6. Start and Finish Times

- 6.1. If the cleaner is late we would still expect her to stay the full amount of hours the Client(s) are paying for.
- 6.2. If the cleaner is unable to gain access due to the Client(s) error then the cleaner's

time still starts from when the Cleaner should have been able to gain entry access to the property, as the delay is not the Cleaner's fault..

- 6.3. The Client pay for the hours that the Client usual has i.e if the Client usually has 3 hours but your cleaner leaves early by 30 minutes then you would only pay 2.5 hours.
- 6.4. Likewise if the Cleaner stays over by 30 minutes then the Client would pay the Cleaner the extra 30 minutes, this should be agreed before the cleaner stays longer via the office or with the cleaner directly.

7. Insurance

- 7.1. We have Employer's Public Liability Insurance. Please also see clause 3.2 to 3.5.
- 7.2. There is no cover whatsoever if we have not been paid for every visit the cleaner makes to your home.
- 7.3. Theft of belongings cannot be and is not covered under our insurance. However, we will do everything in our power to assist you should this event ever occur.
- 7.4. In the case of Theft please refer to your home insurance policy which would cover you. Please note that if theft does occur and you suspect one of our cleaners we will assist you and the police in whatever action is necessary as at the end of the day we do not employ people with a criminal record and nor do we keep cleaners who are caught stealing. In addition to this if one of our cleaners is caught stealing we would be more than happy to pay your insurance excess by way of compensation.

8. Payments

- 8.1. All payments to Domestic Cleaning 4u are paid monthly.
- 8.2. In order to guarantee you the same cleaner, day and time each and every week (as agreed with you) we do ask that you continue to pay your cleaner as normal when you are on holiday or absent for any length of time. Please note this clause is optional, if you do not pay your cleaner whilst you are absent we do not guarantee you will get the same cleaner on your return, but we will provide you with a cleaner as stated in clause 2.1 above.
- 8.3. We have the right to consider the agreement terminated if fees are not received on time.
- 8.4. We also reserve the right to take legal proceedings against you for any outstanding debts owed to Domestic Cleaning 4u.

9. Termination

- 9.1. If at any time within the first 30 days, from the date of this contract, the Client is not completely satisfied with our service we provide we will cancel the contract with immediate effect.
- 9.2. After the first 30 days of taking up this contract (from the date this contract was made) the Client may terminate this agreement by writing to Domestic Cleaning 4u, 201-203 Station Lane, Hornchurch, RM12 6LL giving not less 30 days notice.
- 9.3. We may terminate this contract or suspend access to our services immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms.

- 9.4. We may end this agreement by writing to you giving you not less than 30 days notice, In respect of bad payees we reserve the right to demand repayment of any outstanding debts on the Account (with interest and charges), or require you to close the Account at any time and we may also refuse to provide you with our services.
- 9.5. All provisions of the Terms which by their nature should survive termination shall survive termination, including without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability

10. General

- 10.1. This agreement is treated as made as soon as we place a cleaner with you.
- 10.2. Domestic Cleaning 4u reserves the right to amend the Terms & Conditions as necessary.
- 10.3. We try to give a complete service at all times, but we are not liable for delay caused by industrial action, mechanical failure, lockouts. Acts of God, weather conditions, obstruction of any public or private road highway or other events beyond our control.
- 10.4. Our office must be notified immediately of your change of name or address.

Dated: 1st January 2018