



## Your Cleaning Solutions LTD Service Agreement

These Terms & Conditions apply from 01.08.2023.

By Booking or continuing receiving a service with Your Cleaning Solutions Ltd you agree to these Terms & conditions, which apply from the time of booking and apply hereafter for all future bookings.

Your Cleaning Solutions Ltd reserves the right to make changes to any part of these terms & Conditions without giving any prior notice.

Any queries about the contents of these Terms & Conditions may be discussed with Your Cleaning Solutions via [info@yourcleaningsolutions.co.uk](mailto:info@yourcleaningsolutions.co.uk) at any time, but all terms and conditions continue to apply unless otherwise stated by Your Cleaning Solutions Ltd.

If you wish to change the day or time which the Services are provided, We will do our best to accommodate your request, but We are not able to guarantee that the same person will be available at the alternative agreed time.

### **Definitions and Interpretations:**

In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

<b>“Customer/Client”</b>	means ‘one-off’ customers and regular customers
<b>“Regular Customer”</b>	means a customer who has instructed us to clean on more than three occasions;
<b>“One-Off Customer”</b>	means a customer who has booked between one and three cleans;
<b>“We/Us/Our”</b>	means Your Cleaning Solutions Ltd

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### **1.Cleaning Services:**

- (a) Your Cleaning Solutions Ltd provides domestic cleaning at the prices agreed with the customer following the Initial consultation.
- (b) Any estimates of how long each job will take is an estimation only and may increase or decrease depending on requirements.
- (c) Your Cleaning Solutions will provide a 30 minute window to all cleaning start times. Staff are required to “clock in” upon arrival and “clock out” when they have left the premises.
- (d) Clients are given a 30 minute window where the cleaning operative will wait outside of a property in the event there is no one in to allow access to the property. The 30 minutes are for the office staff to make contact with the client. If the client is not able to arrange access to the property within in the scheduled cleaning time, charges will apply. (Please see section 5d.)
- (e) The cleaning time, and chargeable time will start when the operative has unloaded the equipment from their vehicle. In the event the client is not available at the property, or any other reason that delays access, will result in cleaning time being reduced. The full charge of the clean will still be required.
- (f) When beginning a regular cleaning service without an initial deep clean, it may take up to four cleans to bring the property up to the standards for us to maintain this.
- (g) The client is requested to arrange a suitable parking space for one vehicle within proximity of the property. If a parking permit is required, the client must obtain this for our use at each clean prior to the first clean.
- (h) The client must make us aware of any areas of the property or items within the property that they would not like the cleaning Operative to enter or touch, prior to the first clean. Your Cleaning solutions Ltd will not be liable if this is not adhered to by the cleaning operative where they have not received details of this prior to the first clean.
- (i) The client agrees to notify us of any other circumstances which may affect the condition of the home, meaning the clean cannot be done in the original quoted time. Including but not limited to; Extra guests, parties, building work, decoration or renovations. Where we have

not been notified of these circumstances upon providing your initial quote or providing us with the knowledge no less than 24 hours before your clean, there may be an extra charge applicable at the discretion of Your Cleaning Solutions Ltd or less cleaning carried out in the time quoted.

- (j) Your Cleaning Solutions Ltd is not liable for any incomplete work due to a lack of hot water and electricity supplies in working order.
- (k) Your Cleaning Solutions Ltd supplies all cleaning products and is not liable for any damage, fault or incomplete cleaning which may be caused by products supplied by the client. We will not provide a Toilet brush. We will not be held liable for toilet's not being cleaned where the client has not provided a suitable toilet Brush.
- (l) Where the client would like their bins emptied during the clean, We request that bin liners are used and provided by the customer in each bin for hygiene purposes. All other bins in a clients home will be emptied into a main bin bag, usually in the kitchen, unless we are told otherwise. Your cleaning Solutions do not provide bin bags for this.
- (m) We may ask that pets are kept out of the room or house whilst an operative is in the property, or that dogs are muzzled in the case of any risk to the operative, or the operative feeling unsafe. This will be treated on a case-by-case basis and will be discussed upon booking of your first clean or during a cleaning service.
- (n) We will not be responsible for cleaning or removing pet waste.
- (o) We will not be responsible for loss or harm to house pets. It is the customers responsibility to advise us of any special measures and requirements upon booking.
- (p) We will not be responsible for any packages, deliveries, or other service providers at the property unless otherwise agreed.
- (q) Any Security systems at the property which require special instructions must be explained by the client if the cleaner is required to operate them. This includes but is not limited to; Alarm systems, gated entrances, locks, stair gates or similar systems for children and/or pets.
- (r) The client indemnifies Your Cleaning Solutions Ltd from any costs involved in alarm company attendance to re-service or repair any system, CCTV Systems or wireless security devices should they become unset in any way.
- (s) The Client consents to photography in their property for reference of Your Cleaning Solutions Ltd only, and in relation to the clean work which has taken place only. At no point will any images include any persons living in the home or disclose location, We respect your right to privacy.
- (t) Your Cleaning Solutions Ltd may wish to use images for marketing purposes on the website, Facebook, Instagram, LinkedIn or Twitter. The Location of the property, details of any residents and any identifying features such as family photographs, school uniforms or certificates will always be absent from the images or blurred where required. Please contact us if you have any concerns, we respect your right to privacy.
- (u) In the event of the client requesting to temporarily suspend their weekly cleaning service, Such as going on holiday, sickness, house renovations and other, they will be able to keep their slot for 2 consecutive weeks without payment. To keep the slot for any further consecutive weeks will incur a charge of 50% of the usual cleaning fee per week. We ask for a minimum of 2 week's notice for this. For any other regular cleaning, Suitable arrangements will be made between the client and Your Cleaning Solutions Ltd.
- (v) Any Suspensions of cleaning must be made in line with our cancellation policy. (See Section 5)

## **2. One off cleans (Including Spring cleans, Deep cleans, Move out and End of Tenancy cleans)**

- (a) One-Off Cleans may take up to three times longer to clean than a well-maintained home requiring a general clean. We are not liable for any unsatisfactory results if the client decides to book a lesser service than advised by Your Cleaning Solutions Ltd.
- (b) Your Cleaning Solutions Ltd cannot guarantee complete removal of dust as it circulates in the air. Whilst the Cleaning Operatives will endeavour to remove all visible dust, We are not liable for any dust which settles after the cleaning services has finished. are not liable for removal of dust or debris to areas which are inaccessible, clutter in the way or fragile items which have not been moved prior to the arrival of the cleaners.
- (c) Where there is any black mould, hard water stains or limescale, there is no guarantee that the area in question will be able to be restored to its original condition, However Your Cleaning solutions Ltd will take care to make all reasonable attempts to do so. We are not liable for any limescale not removed to the best of our ability where the client decides on a lesser service or where the client is not willing to agree to more time required resulting in additional fees.
- (d) One off, Deep cleans, move out or end of Tenancy cleans will only be booked with a secured slot with a 50% non-re-fundable deposit. The rest of monies remaining is due no later than the morning of the clean taking place, Payable into the bank account details provided by Your Cleaning Solutions Ltd. We reserve the right to remove all Cleaning Operatives from the property if payment has not been made by the required timeframe and works will not start or continue until this has been resolved.
- (e) Your Cleaning Solutions Ltd will not be held liable of any works not carried due to the following but not limited to; Furniture still in the property, removal company's still in the property, people in the property, decorating, renovations, other trades people, other cleaning operatives such as, but not limited to; Window cleaning, Oven cleaning & Carpet cleaning.
- (f) Prior arrangements will be made to access to the property 48 hours before the clean takes place. If the client is not there to open up and let the cleaning operatives in or be there to lock up after the clean is complete, Your Cleaning Solutions Ltd reserves the right to charge additional fees for time spent waiting on site to enter or leave the premises if it has not been unlocked/opened or safely locked up.
- (g) Where your cleaning Solutions Ltd is required to Unlock and lock the premises, Instructions of this must be sent in writing to [info@yourcleaningsolutions.co.uk](mailto:info@yourcleaningsolutions.co.uk) No later than 48 hours prior to the day of the clean. Please refer to section 2.(L) for security alarms.

## **3. After-Build & Sparkle Cleans.**

- (a) Your Cleaning Solutions Ltd cannot guarantee the removal of all paint splatters from building work. Whilst the Cleaning Operatives will endeavour to remove as much as possible, We are not liable for any large amounts of paint splatters or spillages caused by building works. We also reserve the right to charge an additional fee to remove as much as possible, paint

splatters that were present after the initial quote took place. We will not be held liable for any paint removal not completed where the client decides on a lesser service.

- (b) Your Cleaning Solutions Ltd will not be held liable of any works not carried due to the following but not limited to; Furniture still in the property, removal company's still in the property, people in the property, decorating, renovations, other trades people, other cleaning operatives such as, but not limited to; Window cleaning, Oven cleaning & Carpet cleaning.
- (c) (f) Prior arrangements will be made to access to the property 48 hours before the clean takes place. If the client is not there to open up and let the cleaning operatives in or be there to lock up after the clean is complete, We reserve the right to charge additional fees for time spent waiting on site to enter or leave the premises if it has not been unlocked/opened or safely locked up.
- (d) (g) Where your cleaning Solutions Ltd is required to Unlock and lock the premises, Instructions of this must be sent in writing to [info@yourcleaningsolutions.co.uk](mailto:info@yourcleaningsolutions.co.uk) No later than 48 hours prior to the day of the clean. Please refer to section 2 (L) for security alarms.

#### **4.Payment:**

- (a) All payments for regular cleans must be made within 24 hours of the Invoice being sent via BACS Transfer to the bank details provided by Your Cleaning Solutions Ltd. Cash is not accepted.
- (b) A first reminder email for a late payment will be sent 24 hours after the date of the invoice. If no payment is made within 24 hours of the reminder a second will be sent.
- (c) If we do not receive payment after a maximum of two payment reminders, We reserve the right to charge a late payment fee of £2 per day from the date of the second reminder until the payment is received and proceed with the pre-court proceedings should this become necessary.
- (d) All Payments for one off cleans requires a 50% deposit to be made upon booking, with the remaining 50% due on the day of the clean.
- (e) Your Cleaning Solutions Ltd keeps a record of all payments including amounts, methods and dates. This is the official records referred to in any cases of dispute.
- (f) In the case that payments are not made on the agreed date, We will not attend any future scheduled cleans until payment is made.
- (g) In special circumstances, payment dates may be considered for adjustment at the discretion of Your Cleaning Solutions Ltd. All further instructions around this matter must be adhered to in order to prevent further action being taken.
- (h) Your Cleaning Solutions Ltd reserves the right to adjust client rates at any time. You will be notified 28 calendar days prior to any pricing alterations.
- (i) We reserve the right to amend the initial quotation in the event your original requirements change.

## **5.Cancellation:**

- (a) The client may cancel any service at any time, in line with the cancellation policy. We ask for 2 cleans notice to cancel ongoing services.
- (b) Your Cleaning Solutions Ltd may cancel any service at any time by giving reasonable notice, and a reason where appropriate, to the client.
- (c) The client agrees to notify Your Cleaning Solutions Ltd of any cancellations at the earliest possible time.
- (d) The full cleaning fee will be due if a cancellation is made after 9am on the working day prior to the arranged cleaning date. This also includes delays to starting the clean.
- (e) A 50% charge will be due if a cancellation is made after 9am 2 working days before the clean takes place.
- (f) If we cancel your clean due to staff sickness or other matter out of our hands, We will always aim to fit you in for another clean within 7 business days.

## **6.Covid policy:**

- (a) We will always follow all government guidelines within the area.
- (b) We do ask if you or anyone in your household tests positive for Covid-19 you notify us of this before your clean. We also ask that you are either vacant from the property whilst cleaning operatives attend or stay in other rooms where the cleaning is not taking place.

## **7.Service Limitations:**

- (a) We do not climb higher than a 2-step Ladder, and do not carry a ladder with us to cleans unless already approved by Your Cleaning Solutions Ltd. Cleaning operatives are prohibited from using step ladders provided by the client.
- (b) We cannot move furniture over 15lbs but will make all reasonable effort to reach a visible place to clean.
- (c) If an area in the property is considered or has the potential to be considered a biohazard, that area will not be cleaned (e.g) Emptying/cleaning cat litter boxes, Human/animal excrement.
- (d) Your Cleaning Solutions Ltd has the right to instruct cleaning operatives to leave the property if the environment is bad for their health & wellbeing (e.g) Smoking in the home, Inappropriate, rude or aggressive behaviour.
- (e) It is to the clients advantage to have the property tidy as much as possible to allow optimised cleaning.
- (f) Due to sanitary and hygiene cross-contamination issues we are unable to clean in areas or properties with live infestations, included but not limited to; Maggots, fleas, roaches and bedbugs, until mitigated. Your Cleaning Solutions Ltd reserves the right to refuse or carry out the cleaning if these conditions are found, and the full price of the clean will be charged.
- (g) In the event a toilet is blocked or has overflowed, due to being blocked or broken, Your Cleaning Solutions will not be responsible for cleaning this as it is outside our remit and skill to try to clean or rectify the issue within reason. All customers will be advised.

- (h) Where there is any black mould, hard water stains or limescale, there is no guarantee that the area in question will be able to be restored to its original condition, However Your Cleaning solutions Ltd will take care to make all reasonable attempts to do so. We are not liable for any limescale not removed to the best of our ability where the client decides on a lesser service or where the client is not willing to agree to more time required resulting in additional fees.
- (i) We will not attempt to clean any fixtures and fittings that are visibly broken or damaged.

### **8. Key Holding Policy:**

- (a) Your Cleaning Solutions Ltd are trusted and insured Key holders.
- (b) If the customer requires us to gain access their property for the clean to take place and they are vacant, We ask for the key to be left in a secure key safe.
- (c) Key codes for the safe and security systems must be provided to Your Cleaning Solutions Ltd at the time of booking. This information will be kept on your customer file on a password protected laptop adhering to GDPR guidelines. (Please refer to our GDPR Policy which can be found on our website. [www.yourcleaningsolutions.co.uk](http://www.yourcleaningsolutions.co.uk).)
- (d) Keys may be taken by Your Cleaning Solutions Ltd under exceptional circumstances, this will be agreed in writing upon booking with us and a key release form will be required to be completed by the customer and cleaning operative.
- (e) Your Cleaning Solutions Ltd take no liability for keys being left/hidden outside of the home.
- (f) In the event a key is being left out for the operative, in the clients desired place, this must be passed onto Your Cleaning Solutions through usual means of communication no later than 24 hours prior to the clean. Your Cleaning Solutions will not be liable for any cleaning time used gaining access to the property without full information being provided in the time frame above.
- (g) If we hold a customers key, this will be returned to the customers home within 5 working days of the cancellation.

### **9.Non-Solicitation:**

- (a) When entering into an agreement for services with Your Cleaning Solutions Ltd you agree that you must not, unless we give permission, directly or indirectly engage, employ or contract with any employee of Your Cleaning Solutions Ltd to provide domestic or commercial cleaning services to yourself any period during which services are provided by us and for a period within 6 months after the termination of any we provide.
- (b) This 6 month period remains in effect even if the cleaner no longer works for Your Cleaning Solutions Ltd.
- (c) If you are found to have solicited one of our staff members, or have acted in contrary to this non-solicitation clause, please be advised that our referral/training fee currently stands at £350 payable to Your Cleaning Solutions Ltd with immediate effect.

## **10. Feedback:**

- (a) Your Cleaning Solutions Ltd gratefully accepts all feedback.
- (b) We may take up to 5 working days to respond to any feedback if a response is requested or required.
- (c) Any complaints should be made by emailing [Info@yourcleaningsolutions.co.uk](mailto:Info@yourcleaningsolutions.co.uk). Complaints must be reported on completion of the individual service in question or in the following 24 hours. We will not be liable for any issues brought to their attention after that 24 hour period.
- (d) Should any breakages or damages occur by accident or fault of Your Cleaning Solutions Ltd, We shall contact you within 24 hours of the event.
- (e) Your Cleaning Solutions Ltd will not be held accountable for any breakages or damage caused outside of the building itself.
- (f) In the event that the cleaner was unaware of any breakages or damage caused, the client must contact Your Cleaning Solutions Ltd within the 24 hours of the service with the details and images of the item/area in question.
- (g) Your Cleaning Solutions Ltd is fully insured, and it is at the discretion of the insurer to establish causation and liability. The client agrees to comply with Your Cleaning Solutions Ltd and the insurer on all matters should the insurer become involved.
- (h) Your Cleaning Solutions Ltd takes no Liability for faulty fixtures & Fittings of items in the client's house or damage caused by them. It remains the client's duty to maintain the environment and inform Your Cleaning Solutions Ltd of any changes.
- (i) We will not replace any items caused by accidental damage under the value of £50.

## **11. How We Use Your Personal Information (Data Protection)**

- 1. All personal information that We may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of the Data Protection Act 2018 and your rights under that Act.
- 2. We may use your personal information to:
  - (a) Provide Our Services to you.
  - (b) Process your payment for the Services.
  - (c) Inform you of new products and services available from Us. You may request that We stop sending you this information at any time.
  - (d) We will not pass on your personal information to any other third parties.

## **12. Governing Law and Jurisdiction**

- (e) These Terms and Conditions, the Contract, and the relationship between you and Us

(whether contractual or otherwise) shall be governed by and construed in accordance with English law.

- (f) Any dispute, controversy, proceedings or claim between you and Us relating to these Terms and Conditions, the Contract, or the relationship between you and Us (whether contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as determined by your residency.

Name:

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Signature:

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Date:

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