**Clean Home Cleaning Solutions Terms and Conditions**

END OF TENANCY CLEANING / AFTER PARTY CLEANING/ DEEP CLEANING

I. Clean Home Cleaning Solutions reserves the right to amend the initial quotation, should the client’s original requirements change.

II.If collection of keys is required, we require at least 48 hours notice to give enough time to collect keys within open/closing times of estate agents/solicitors.

III. No minimum or maximum time will be given only a rough estimate of time will be provided.

IV. All cleaning products will be supplied by Clean Home Cleaning Solutions.

V. The customer is advised that an end of tenancy cleaning may take double the length of time required for a general cleaning. After Builders Cleaning, After Party Cleaning or Badly neglected homes may take up to three times longer than a well maintained home requiring general cleaning. Homes being lived in may take up to twice as long owing to moving furniture and possessions.

ONE-OFF CLEANING / SPRING CLEANING

I. Clean Home Cleaning Solutions reserves the right to amend the initial quotation, should the client’s original requirements change.

II. Clean Home Cleaning Solutions will provide all cleaning equipment/products.

III. If collection of keys is required, at least 48 hours notice is required to give enough time to collect keys within open/closing times of estate agents/solicitors.

IV. No minimum or maximum time will be given only a rough estimate of time will be provided.

V. We can only give a rough estimate of the duration of the cleaning service. Please note that duration may vary therefore a degree of flexibility is required.

ONE OFF CLEANING: inc Spring Cleaning E.O.T and After Party

I. 48 hours notice is required if customer should either decide to cancel or re-schedule a cleaning appointment.

II. Customer agrees to pay 50% of the quote as a cancellation fee if the customer cancels or changes the date/time less than 48 hours prior to the scheduled appointment.

III. Customer agrees to pay 50% of the quote as a cancellation fee in the event of a lock-out causing our cleaners to be turned away; no one home to let them in; no water or power available at customer’s premises (unless you have notified Clean Home); or problem with customer’s keys.

IV. If keys are provided they must open the lock without any special efforts or skills. If an initial deposit has been paid to Clean Home Cleaning Solutions then the customer agrees that deposit funds may be used to cover the cancellation fee.( a 50% deposit will be taken from all bookings when a clean has been booked in and will not be paid back due to any of the above)

PAYMENTS

I. Payment is due at the end if the job completion before vacating the property.

II. Payment can be made in cash or by bank transfer.

III. Clean Home Cleaning Solutions will not share any of the customer’s details with a third party unless requested to do so by the customer for additional services.

COMPLAINTS AND CLAIMS

I. The customer accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will entitle customer to no refunds or recovery cleanings.

II. If the customer has scheduled an inventory check then it must be scheduled to commence no later than 24 hours after the cleaning job has been carried out and photographic evidence must be given.

III. Clean Home Cleaning Solutions will not accept a complaint based on an Inventory check report, filed more than 24-hour after the cleaning session.

IV. Complaints are accepted verbally over the phone and in writing (letter or email). Complaints must be reported on completion or in the following 24 hours.

V. All fragile and highly breakable items must be secured or removed.

VI. Key replacement/locksmith fees are paid only if keys are lost by our operatives.

VII. Clean Home Cleaning Solutions agrees to keep all customers’ information confidential.

VIII. In case of damage Clean Home Cleaning Solutions will repair the item at their cost. If the item cannot be repaired or for less than the excess of a claim Clean Home Cleaning Solutions will open an insurance claim. (See below).

INSURANCE

I. Clean Home Cleaning Solutions has Public and Employer’s liability insurance. The policy will cover any accidental damage caused by an operator working on behalf of Clean Home, reported within 24 hours of service date.

II. There is a customer £150 excess to pay on any insurance claim.

III. Clean Home Cleaning Solutions reserves the right to refuse to share any of the confidential company’s documents.

CUSTOMER SATISFACTION

I. Customer understands that he/she is not entitled to any refunds.

II. If the Customer is not completely satisfied with a cleaning job, Clean Home Cleaning Solutions will re-clean any areas and items to customer’s satisfaction. Therefore, the Customer must allow the cleaner to return.

III. Customer must be present at all times during the recovery-clean. Clean Home Cleaning Solutions reserves the right not to return a cleaner more than once.

LIABILITY

Clean Home Cleaning Solutions reserves the right not to be liable for:

Completing tasks which are not stated on our task list;

Cleaning jobs not complete due to no hot water or power;

Third party entering or present at the customer’s premises during the cleaning process;

Wear or discolouring of fabric becoming more visible once dirt has been removed;

Failing to remove old/permanent stains that cannot be removed.

Existing damage or spillage that cannot be cleaned/removed completely.

If the customer has items which need special cleaning methods and special cleaning detergents, Clean Home reserves the right to refuse the provision of the cleaning detergents.

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. Clean Home Cleaning Solutions reserves the right to make any changes to any part of these terms and conditions without giving any prior notice. Should any of the above clauses change all existing customers will be notified.

NAME....................................................................................

ADDRESS....................................................................................................................

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SIGNATURE................................................................ DATE.........................................