

By using TheTaskFairy.co.uk or TheTaskFairyUK you agree to my terms and conditions outlined below.

MY AGREEMENT WITH YOU

These Terms will become binding on you and me (Angela Dymond. The Task Fairy, The Task Fairy UK), and the Agreement will come into existence when you explicitly request that I begin to supply my service to you.

1.2 If you request my services, it is your responsibility to ensure you have the funds available to pay my fee in full upon completion of the work.

1.3 My fees will be discussed at the time of booking. If I complete all the tasks you have requested in a shorter amount of time than the time you have booked, I reserve the right to charge you for the time booked, not the time spent. If you add tasks or I am unable to complete the task in allotted time frame, I reserve the right to charge you for the extra time. Time is charged at £20 per hour or part hour.

1.4 If you ask me to leave early you will still be charged for the whole of the planned visit.

1.5 Due to the nature of my service, you will usually need to provide me with access to your home. If you do not allow me access to your home or other property to perform the service as arranged (and you do not have a good reason for this), I may charge you the cost of the service we arranged.

1.6 I reserve the right to leave your home immediately should I feel that I have in any way, been verbally abused or disrespected.

1.7 You reserve the right to ask me to leave your home at any time, however, you may still be charged for the service I was booked to carry out.

CANCELLATION:

2.0 From time to time it may be necessary to cancel a planned visit or task. I will do my best to accommodate your new date but this may not always be practical. I reserve the right to cancel my services to you if I am unavailable on a new date requested by you.

2.1 Cancellations must be made at least 24 hours in advance, I understand this might not always be possible and I reserve the right to charge a £10 cancellation fee.

2.2 Due to the variety of tasks I carry out, it is not practical for me to carry all the necessary equipment for every possible task. I will require the use of your cleaning equipment including but not limited to, cleaning products, Hoover, iron, ironing board., lawnmower and other items I may require to complete my task.

2.3 If I cannot complete the task as a result of not having access to the correct equipment, I will make every effort to work with the tools I have but I cannot be held responsible for the incompleteness of a task.

2.4 Whilst I am using your household equipment, I cannot be held responsible for any accidental damage or malfunction of the equipment.

PRIVACY POLICY NOTICE

Under the General Data Protection Regulation (GDPR) you have a number of rights with regard to your personal data which the Task Fairy UK intends to uphold.

The Task Fairy will need to obtain certain information from you such as your name and home address, email and telephone number. The Task Fairy will not, under any circumstances pass this information to external persons or companies.

Your right of access – you have the right to ask me for copies of your personal information.

Your right to rectification – you have the right to ask me to rectify information you think is inaccurate.

Your right to erase – you have the right to ask me to erase your personal information in certain circumstances.

MY ASSURANCES

3.1 I have a valid DBS (criminal record check) certificate and I will provide a copy of this upon request.

3.2 The Task Fairy holds public liability insurance.