

# CONSUMER TERMS & CONDITIONS

## *Crystal Clean – Domestic Cleaning Services (UK Consumers)*

### 1. About Us

Crystal Clean 20 Mill Lane, WR10 1NT Email: [crystallcleann1@gmail.com](mailto:crystallcleann1@gmail.com) Phone: 07752 611822

By booking a service, you agree to these Terms & Conditions.

### 2. Booking and Scheduling

- Bookings must be made at least 24 hours in advance.
- Rescheduling must be requested 48 hours before the appointment.
- Rescheduling within 48 hours may incur a 10% fee.
- Emergency or last-minute bookings may incur additional charges.

### 3. Your Right to Cancel (14-Day Cooling-Off Period)

If you book remotely (phone, email, online), you have a 14-day cooling-off period under UK law.

If you request the service to begin within the 14-day period, you must give express consent. If you later cancel within the cooling-off period, you must pay for any work already completed.

After the cooling-off period, the standard cancellation policy applies.

### 4. Cancellation Policy (After Cooling-Off Period)

- Cancelling 48+ hours before the appointment: no charge.
- Cancelling within 48 hours: £15 cancellation fee.
- If we arrive and cannot gain access within 15 minutes, the appointment may be treated as cancelled and the fee applied.

### 5. Payment Terms

- Payment is due upon completion unless otherwise agreed.
- Accepted methods: cash or bank transfer.
- Late payments may incur a 5% fee after 3 days.

### 6. Service Limitations

- We clean only the areas agreed in advance.
- Additional tasks must be discussed before the appointment.
- We may refuse service if conditions are unsafe or hazardous.
- We do not handle valuables, hazardous materials, or specialist items.

## 7. Liability

- Crystal Clean is fully insured.
- We are not responsible for pre-existing damage.
- Clients must secure fragile or valuable items.
- Issues must be reported within 24 hours of service completion.

## 8. Client Responsibilities

- Provide access at the scheduled time.
- Ensure a safe working environment, including working plumbing, electricity, and adequate heating.
- Failure to provide access may result in a cancellation fee.
- **Non-Poaching of Employees**
- You agree that, during the term of this Agreement and for a period of **[12] months** following its termination or expiry, you shall not, without the prior written consent directly or indirectly solicit, entice, or attempt to solicit or entice away any employee, contractor, or consultant of ours who was involved in the performance of this agreement or who became known to you through the course of this agreement.

## 9. Privacy and Data Protection

- Your information is kept confidential and used only to provide services.
- We comply with UK GDPR and the Data Protection Act 2018.
- We do not share your data unless required by law.

## 10. Complaints and Dispute Resolution

- Complaints must be made within 24 hours of service completion.
- We aim to resolve issues quickly and fairly.

## 11. Governing Law and Liability Limitation

- These Terms & Conditions are governed by the laws of England and Wales.
- Nothing in these terms affects your statutory consumer rights.
- Crystal Clean's total aggregate liability for any claim arising from the services provided is limited to the total price paid by you for the specific service on the day the issue occurred.

# **BUSINESS TERMS & CONDITIONS**

## ***Crystal Clean – Commercial Cleaning Services (UK Business Clients)***

### **1. Service Agreement**

By booking services with Crystal Clean, the Client agrees to these Terms & Conditions. Services will be provided as agreed in writing, email, or contract.

### **2. Booking and Scheduling**

- Bookings must be made at least 24 hours in advance.
- Rescheduling requires 48 hours' notice.
- Late rescheduling may incur a 10% fee.
- Emergency or last-minute bookings may incur additional charges.

### **3. Payment Terms**

- Payment is due upon completion unless otherwise agreed in writing.
- Accepted methods: bank transfer or cash.
- Late payments may incur a 5% fee after 3 days, plus reasonable recovery costs.
- For ongoing commercial contracts, invoices may be issued monthly.

### **4. Cancellation Policy**

- Cancelling 48+ hours before the appointment: no charge.
- Cancelling within 48 hours: £15 cancellation fee or the agreed commercial rate.
- If access is not provided within 15 minutes, the appointment may be treated as cancelled and the fee applied.

### **5. Service Limitations**

- Cleaning is limited to the areas and tasks agreed in advance.

- Additional tasks must be requested before the appointment.
- We may refuse service if conditions are unsafe or hazardous.
- We do not handle valuables, hazardous materials, or specialist items unless agreed in writing.

## 6. Liability

- Crystal Clean is fully insured.
- We are not liable for pre-existing damage.
- We are not liable for loss of business, profit, or opportunity.
- We are not liable for indirect or consequential losses.
- Issues must be reported within 24 hours of service completion.

## 7. Client Responsibilities

- Provide safe access to the premises.
- Ensure a safe working environment, including working plumbing, electricity, and adequate heating.
- Provide any required security instructions (keys, fobs, codes).
- Failure to provide access may result in a cancellation fee.
- **Non-Poaching of Employees**
- You agree that, during the term of this Agreement and for a period of **[12] months** following its termination or expiry, you shall not, without the prior written consent directly or indirectly solicit, entice, or attempt to solicit or entice away any employee, contractor, or consultant of ours who was involved in the performance of this agreement or who became known to you through the course of this agreement.

## 8. Privacy and Confidentiality

- Client information is confidential.
- We comply with UK GDPR and the Data Protection Act 2018.
- Commercial clients must ensure any data we encounter is handled lawfully.

## 9. Complaints and Dispute Resolution

- Complaints must be made within 24 hours of service completion.
- We aim to resolve disputes amicably.
- If unresolved, disputes will be handled under the laws of England and Wales.

## 10. Governing Law and Liability Limitation

- These Terms & Conditions are governed by the laws of England and Wales.
- Crystal Clean shall not be liable for indirect, consequential, or business-related losses, including loss of profit, revenue, or opportunity.

- Crystal Clean's total aggregate liability arising out of or in connection with the services is limited to the total fees paid.