

# SOTADACH CLEANING SERVICES

## TERMS AND CONDITIONS

### 1. Definitions

- The Company: This refers to Sotadach Cleaning Services. The Company is responsible for providing cleaning services to clients.
- Cleaner: This refers to the individual or firm appointed by The Company to perform the cleaning services on behalf of the client. Cleaners are the professionals responsible for carrying out the cleaning tasks.
- Client: The Client is the person, firm, or corporate body who contracts with The Company to receive cleaning services. This term can also encompass any subsidiary or associated company, as defined by the Companies Act 1985, that receives cleaning services.
- Service: The Service pertains to the cleaning services provided by The Company to the Client. It encompasses the tasks, duties, and responsibilities related to cleaning the Client's premises.
- Cleaning Visit: A Cleaning Visit is a specific instance when the Cleaner visits the Client's service address to carry out the cleaning Service. It represents an individual cleaning appointment.

### 2. Service Agreement

By engaging the cleaning services of Sotadach Cleaning Services, you agree to be bound by these terms and conditions. These terms and conditions constitute a legally binding agreement between Sotadach Cleaning Services and the client.

### 3. Contract

- These Terms and Conditions establish a legally binding contract between Sotadach Cleaning Services and the Client.
- By using the services of The Company, including placing an order for services through telephone, email, or website forms, the Client agrees to accept these Terms and Conditions.
- Unless agreed otherwise in writing, these Terms and Conditions will take precedence over any other terms of business or purchase conditions presented by the Client.
- Any changes to these Terms and Conditions will require written approval from a Company director. It is important to note that the Company has a minimum charge of 3 hours per cleaning visit.

### 4. Services

- Sotadach Cleaning Services agrees to provide cleaning services as specified in the agreed-upon scope of work.
- We take pride in offering professional cleaning services that are licensed, bonded, and insured to provide you with peace of mind and assurance. Our top priority is your satisfaction, and we stand by our commitment to delivering exceptional cleaning results.

- We understand that our clients expect nothing less than the best when it comes to cleaning their homes or businesses. That's why we offer a 100% Satisfaction Guarantee to demonstrate our dedication to your happiness with our services. Our guarantee entails:
  - If, for any reason, you are dissatisfied with a portion of your cleaning, we want to know about it. Simply let us know within 12 hours of the original cleaning, and we will take prompt action to address the issue:
    - ❖ We will send a dedicated crew back to your home or business to re-do the area of concern. Our technicians are committed to ensuring that you are fully satisfied with the quality of the cleaning service.
    - ❖ Prompt Action: Our technicians must be allowed to return within 24 business hours from the time of the original cleaning. We aim to address any concerns swiftly and efficiently.
  - The specific cleaning tasks, frequency, and any additional services will be outlined in the service agreement.

## **5. Pricing and Payment**

- Payment for services is due in accordance with the terms outlined in the service agreement.
- Sotadach Cleaning Services will issue invoices as agreed upon. We offer two options - monthly invoicing or invoicing at the end of a project. The choice of invoicing method is negotiated and agreed upon during the initial stages of the project. However, we receive 80% upfront payment before any cleaning.
- Late payments/declined payments/consistent late payments may incur charges of £25 or 15% whichever is greater.
- Please note that all prices quoted by our company are Net, and no settlement discount is allowed. All accounts are payable within 7 (Seven) days from the date of the invoice unless otherwise agreed by The Company in writing. It is important to understand that these payment terms are required, regardless of whether you have signed off on the copy or not.
- It is imperative that payment is made within 7 days from the invoice date to ensure that we can continue to provide our services to you without any interruptions. Therefore, we kindly request you prioritize the timely payment of your invoice. Please note that if the payment is not received within 7 days, we will have to cease work until the payment is made. Furthermore, we offer a validity period of 30 days for all our quotations, after which we reserve the right to revise the quotation. We provide services on both a one-off and retainer basis, depending on your requirements. It is important to note that any additional work requested, which is not covered in the original brief, will be quoted separately and added to the original invoice. We value transparency and fairness, and thus, we ensure that all additional work is charged separately.
- Please be aware that in accordance with the Late Payment of Commercial Debt (Interest) Act (1988), we have a statutory right to interest and compensation for debt recovery costs if payment is not made within the agreed credit terms. If the debt is less than £1000, the penalty is £40, rising to £70 for debts up to £9,999.99 and £100 above that. Interest is payable at the rate specified in section 4.4 of the Act. It is important to

note that these penalties and interest rates are applicable to all businesses, regardless of their size.

- Cash Refunds or Discounts: Please note that as part of our commitment to your satisfaction, we do not offer cash refunds or discounts in place of a re-do. Our primary goal is to deliver a thorough and high-quality cleaning service, and we are determined to fulfil that commitment.
- If you choose to pay by cash, we kindly request that you put the cash in a sealed envelope and address it to our office. This helps us keep track of the payment and ensures that it is received safely. For your convenience, we also offer the option to pay by credit card.
- By agreeing to begin the service, you indicate your acceptance of the Service Agreement and give us permission to charge your credit card. Please note that for all initial and one-time cleanings, we require pre-authorization based on the estimated time and the current hourly rates. The average hold on a card is £50-£300, and some cleanings may require larger holds based on the time booked. This is to ensure that we can provide our services without any interruptions and to protect our business.

#### **6. Cancellation and Rescheduling**

- Clients are required to provide 24 hours advance notice, as specified in the service agreement, for any cancellations or rescheduling of cleaning services.
- Sotadach Cleaning Services reserves the right to charge a fee (20%) for late cancellations or rescheduling.
- In the event of an emergency or illness that necessitates the cancellation of a cleaning appointment, we want to assure our clients that we will do our best to accommodate your needs. Sotadach Cleaning Services will make exceptions for these situations, understanding that they are beyond your control.
- We kindly request that, for the convenience of both our clients and our cleaning staff, you refrain from sending our staff away or locking them out of your home during our working hours. In the event that our staff is unable to carry out the cleaning due to these circumstances, a cancellation fee of 100% of your typical cleaning rate will apply.
- On occasions such as holidays or extreme weather conditions, there may be a need for company-initiated schedule changes. In these situations, we will make every attempt to reschedule your cleaning as close to your regular scheduled cleaning date as possible.

#### **7. Access to Premises**

- At Sotadach Cleaning Services, our cleaning hours are from 09.00 am to 5:00 pm, providing a wide window to accommodate your cleaning needs. We are dedicated to delivering reliable and timely service within this schedule
- We kindly request that, for the convenience of both our clients and our cleaning staff, you refrain from sending our staff away or locking them out of your property during our working hours. In the event that our staff is unable to carry out the cleaning due to these circumstances, a cancellation fee of 100% of your typical cleaning rate will apply.

#### **8. Supplies and Equipment**

- Sotadach Cleaning Services provides all necessary cleaning supplies and equipment unless otherwise agreed.
- Clients are responsible for ensuring that cleaning staff have access to running water, electricity, and a safe working environment.
- If you request that we use your cleaning solutions or equipment during our cleaning service, we kindly ask that they meet the following criteria:
  - ❖ They must be safe to use and operate.
  - ❖ They must be in full working order and in good condition.
  - ❖ They should not require any special skills to operate for the purpose of cleaning.
  - ❖ In cases where the client provides equipment that may be complex to operate, we request clear and detailed instructions to ensure effective and safe use by our Cleaners.
- If the client chooses to have the Cleaner use their own materials and equipment, including a vacuum cleaner, we wish to inform you that the Company cannot accept any liability in the event that issues arise with the equipment or the outcome of using it.

### **9. Quality Assurance**

Sotadach Cleaning Services is committed to delivering high-quality cleaning services. Clients are encouraged to provide feedback, and Sotadach Cleaning Services will take necessary actions to address any quality issues. In order to address any quality issues:

- To ensure smooth access to your home, you have the option of providing a unique door code or lockbox code to our cleaning technicians. Please note that a fee will be charged if we are unable to access your home.
- If the Client asks for the Company's operatives to collect keys from a third party's address, a charge of £5.00 will be applied. This fee covers only the pick-up of keys. In case the keys need to be returned to the third party's address or any other address, an additional charge of £5.00 will apply.
- When it comes to alarm systems, we take care to disarm and rearm the alarm according to your instructions if you choose to leave it armed while we clean. However, please be aware that we will not be held responsible for false alarms or misuse of the alarm system, including charges from a local police department, security company, or other charges related to an activated alarm. No exceptions.
- Additionally, you agree to hold harmless and release Sotadach Cleaning Services from any and all liability relating to any failure of the alarm or improper arming of the alarm.
- To ensure efficient and thorough cleaning, we ask that you allow full access to your home. Our technicians follow a specific order to maximize efficiency. If you need our technicians to clean specific areas first or in a different order, this may add additional time to your cleaning.
- If you require a different cleaning order, please call ahead of your scheduled cleaning so we can allocate the additional time needed. Any additional time accrued by our team will be charged at our current hourly rate in fifteen-minute increments.
- Hourly charges may be incurred if our cleaning technicians require more time than initially estimated. This can occur in situations where your home is not ready to be cleaned or if a job is underestimated due to the condition of the home. We are

committed to providing a fair and accurate estimation of cleaning time, but unforeseen circumstances may require additional hours.

- At Sotadach Cleaning Services, we prioritize the safety and well-being of our cleaning staff. Therefore, there are certain conditions and situations we are not equipped to handle. These include:
  - Bug infestations
  - Bodily fluids
  - Extensive grease
  - Fire damage
- If our staff encounters any situation where they do not feel safe in a home or environment, they will either leave the premises or we will remove them to ensure their safety.
- Please note that if we are unable to clean the entire space due to these conditions, you will still be responsible for the full cost of the cleaning. This policy helps us maintain transparency and fairness in our pricing and service.

#### **10. Liability and Insurance**

- We take our commitment to providing a quality service seriously. In order to ensure that our clients receive the best possible experience, we guarantee to address any reported issues within 12 hours. It's important to note that if an issue arises on a Saturday, it must be brought to our attention by Monday 12:00 in order to be considered a valid claim. Failure to report within this time frame may result in no available remedies. We understand that your time is valuable, which is why we aim to rectify any issues within 12 hours of entering the location of the claim. If you believe that you are entitled to a refund or adjustment, please request them directly from us and we will review your claim with care.
- While our Cleaners make every effort to avoid damaging items, accidents can happen. We do try to replace any damaged items with identical ones, but we cannot guarantee it. To prevent any potential issues, we kindly request that all irreplaceable items, whether of monetary or sentimental value, be put away and not cleaned by our operatives.
- I understand that in case of damage, the Company will repair the item at its cost. If the item is beyond repair, the Company will credit me with the item's present actual cash value toward a like replacement from a Company source upon payment of cleaning services rendered.
- The Company is not responsible for any damage caused due to faulty or improper installation of any item. Additionally, I acknowledge that all surfaces, such as marble and granite, are assumed sealed and ready to clean without causing any harm.
- It's important to note that any attempt to commit insurance fraud or use false information for fraudulent purposes will be prosecuted to the fullest extent of the law, by both the Company and the Insurance Provider(s).
- It's also worth mentioning that key replacement/locksmith fees are paid only if keys are lost by our operatives, with a liability limit of £30 per location.
- These clauses are in place to outline the insurance coverage, guarantees, and responsibilities in case of damages while maintaining fairness and transparency.

## **11. Confidentiality**

All client information, including personal data and access codes, will be treated with the utmost confidentiality and will not be disclosed to third parties.

## **12. Termination**

Either party may terminate the service agreement with 30 advance written notice as specified in the agreement.

## **13. Governing Law**

These terms and conditions are governed by the laws of the Jurisdiction, and any disputes will be resolved in accordance with local regulations.

## **14. Entire Agreement**

These terms and conditions constitute the entire agreement between the client and Sotadach Cleaning Services and supersede all prior agreements or understandings.

## **15. Pictures before and after Clean**

At our company, we take before and after photos of our work for various purposes such as training, proof of performance, and promotion. You can find some examples of such pictures on our website. However, if you do not wish to have pictures taken of work areas in your home, please let us know when you schedule your cleaning. We respect your privacy and will ensure that no pictures are taken in your home if you have expressed so.

## **16. Non-Solicitation of Sotadach Cleaning Services Staff (PAYE or SELF-EMPLOYED)**

It is absolutely essential to note that under no circumstances are you allowed to solicit for hire any staff member introduced to you by SOTADACH Cleaning Services for any home-related services. We dedicate a significant amount of time, money, and resources to finding, interviewing, checking references and backgrounds, and training our cleaners. Each cleaning technician signs an agreement that strictly prohibits them from offering home-related services to any of our past or present customers. If you wish to employ a staff member directly, you must discuss this matter with the owner. It is imperative that you understand that if you are found to have solicited any of our staff members, we will charge you a referral/training fee of £3,500 per hired employee. We value our employees highly and therefore, we take such matters seriously.

## **17. Modification**

- Sotadach Cleaning Services reserves the right to modify these terms and conditions with advance notice to the client.
- By engaging Sotadach Cleaning Services, clients acknowledge that they have read, understood, and agreed to these terms and conditions.
- Your trust in our cleaning services is greatly valued, and we want you to be completely satisfied with the results. If you have any concerns or feedback, please don't hesitate to reach out to us within the specified timeframe so that we can address your needs promptly.
- At Sotadach Cleaning Services, we are dedicated to ensuring that your premises are cleaned to your utmost satisfaction. We look forward to serving you with excellence on every cleaning visit.