

Unity Terms and conditions 2024

1. **REGULAR DOMESTIC CLEANING SERVICES**

1. Minimum charge of 2 hours per cleaning visit applies.
2. UNITY COMMERCIAL SERVICES LTD provides regular domestic cleaning at a rate pre agreed for each individual customer on daily, weekly or fortnightly basis.
3. UNITY COMMERCIAL SERVICES LTD reserves the right to suspend cleaning services if any payments are missing or late.
4. If any estimates of how long it will take our operatives to do the job required are being provided that is only an estimate based on the average time it takes to clean a property of similar size to the Client's, it being difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required.
5. Client agrees to pre agreed list of cleaning tasks and provide cleaning materials and equipment needed for the required work unless other arrangements have been made with UNITY COMMERCIAL SERVICES LTD If the Client does not have cleaning materials/ equipment and asks UNITY COMMERCIAL SERVICES LTD to purchase requested items on their behalf, they understand that an applicable charge will be assessed and pre agreed ahead of purchase.
6. All cleaning equipment should be safe and in full working order.
7. Client understands that the price quoted does not include anything apart from cleaning and ironing labor.
8. If an UNITY COMMERCIAL SERVICES LTD operative needs to collect keys from a third party's address outside the postal code of the premises where work is to be carried out then a pre agreed charge will apply.
9. UNITY COMMERCIAL SERVICES LTD will not be responsible for triggering any alarm systems. Customers should give any special instructions for deactivation/activation of any household alarm systems before clean commences and update UNITY COMMERCIAL SERVICES LTD any changes ahead of any cleans.

10. UNITY COMMERCIAL SERVICES LTD reserves the right not to continue with the job if on inspection, it is found that the material to be cleaned or treated is not suitable for cleaning or treatment. UNITY COMMERCIAL SERVICES LTD also will not continue with the job if for example water or power is not available or if there is interference in the work from the Client or any other person. A 50% of total cost of clean fee will apply to cover any costs.

2. REGULAR SHORT TERM LET /HOLIDAY HOME/OFFICE CLEANING/ DENTIST PRACTICE/WORKSPACES/COMMERCIAL PREMISES

1. Minimum charge of 2 hours per cleaning visit applies.
2. UNITY COMMERCIAL SERVICES LTD provides cleaning at a rate pre agreed for each individual customer on daily, weekly or fortnightly basis.
3. UNITY COMMERCIAL SERVICES LTD reserves the right to suspend cleaning services if any payments are missing or late.
4. If any estimates of how long it will take our operatives to do the job required are being provided that is only an estimate based on the average time it takes to clean a property of similar size to the Client's, it being difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required.
5. Client agrees to pre agreed list of cleaning tasks and provide cleaning materials and equipment needed for the required work unless other arrangements have been made with UNITY COMMERCIAL SERVICES LTD If the Client does not have cleaning materials/ equipment and asks UNITY COMMERCIAL SERVICES LTD to purchase requested items on their behalf, they understand that an applicable charge will be assessed and pre agreed ahead of purchase.
6. All cleaning equipment should be safe and in full working order. if equipment is broken this has to be replaced ahead of next clean, if clean cannot be completed due to lack of effective equipment full cost will be incurred.

7. Client understands that the price they have been quoted does not include anything apart from cleaning.
8. If an UNITY COMMERCIAL SERVICES LTD operative needs to collect keys from a third party's address outside the postal code of the premises where work is to be carried out then a pre agreed charge will apply.
- 8.1 Any changes to any access information should be given ahead/24 hours in advance to allow us to update our systems and to avoid any swift access on the day of clean. Any delay for this information may incur a charge and or delay or reschedule the service
- 8.2 UNITY COMMERCIAL SERVICES LTD operatives will wait no longer than 15 minutes after arrival to property anything over this will incur a charge and or reschedule of the service.
9. UNITY COMMERCIAL SERVICES LTD will not be responsible for triggering any alarm systems. Customers should give any special instructions for deactivation/activation of any alarm systems before clean commences and update UNITY COMMERCIAL SERVICES LTD any changes ahead of any cleans.
10. UNITY COMMERCIAL SERVICES LTD reserves the right not to continue with the job if on inspection, it is found that the material to be cleaned or treated is not suitable for cleaning or treatment. UNITY COMMERCIAL SERVICES LTD also will not continue with the job if for example water or power is not available or if there is interference in the work from the Client or any other person. A 50% of total cost of clean fee will apply to cover any costs.
11. All waste and recycling will be disposed of at designated area. Where areas are full and at full capacity bin waste will be left next to it and reported unless the client has specified another area, Unity operatives will not take any waste off site or in their vehicles.
12. Any additional tasks must be requested at least 24 hours in advance to Unity so this can be relayed to the relevant team. Tasks can be requested on day however this cannot be guaranteed.

13. If premises or property are left in a condition outwith usual services this will incur additional charges to complete the job to the standard required.
14. Any new Properties you wish for us to take on, we must be provided with all required details 7 days prior to first clean.
15. UNITY COMMERCIAL SERVICES LTD Will report any issues we find in then properties, However this is a courtesy service so UNITY COMMERCIAL SERVICES LTD will take no responsibility if issues are not reported.
16. Early check in requests must be requested 24 hours in advance. We understand that this may not always be possible due to guest requests however we will accommodate the best we can but not guaranteed.
17. Any bed change or additional linen ie sofa bed requested out with the initial booked service will incur a charge each time.

3. END OF TENANCY CLEANING/SPARKLE/ ONE OFF CLEANING/ ALL BUILDERS CLEANING

1. Minimum of 6 hours per cleaning visit applies.
2. UNITY COMMERCIAL SERVICES LTD end of tenancy, one-off and Sparkle cleaning at a pre agreed rate ahead of clean.
3. If any estimates of how long it will take our operatives to do the job required are being provided that is only an estimate based on the average time it takes to clean a property of similar size to the Client's, it being difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required.
7. All cleaning equipment provided by the Client must be safe and in full working order.
9. The End of Tenancy Cleaning, One Off/Sparkle Cleaning and any Builders Cleaning do not include cleaning of: walls, ceilings, curtains, exterior windows, balcony, patio, gardens, washing up, laundry and professional

carpet and upholstery cleaning. If any of these tasks are required these have to be prebooked and paid for.

10. If an UNITY COMMERCIAL SERVICES LTD operative needs to collect keys from a third party's address outside the postal code of the premises where work is to be carried out then a charge will apply. This will be discussed and agreed during your booking.
11. UNITY COMMERCIAL SERVICES LTD will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any systems.
12. UNITY COMMERCIAL SERVICES LTD Client is advised that an end of tenancy cleaning may take double the length of the time required for a general cleaning. Any Builders Cleaning, After Party Cleaning or Badly neglected homes may take up to three times longer than a well maintained home requiring the same service. This will incur additional costs which will be discussed and agreed before any work commences.
13. UNITY COMMERCIAL SERVICES LTD reserves the right not to continue with the job if on inspection, it is found that the material to be cleaned or treated is not suitable for cleaning or treatment. UNITY COMMERCIAL SERVICES LTD also will not continue with the job if for example adequate Hot water or power is not available or if there is interference in the work from the Client or any other person.

4. LINEN HIRE - OWNERSHIP, CONTROL AND POSSESSION

1. All hired goods (and non disposable packaging) shall remain our property at all times and you are responsible for the goods in your custody at any time including loss by Fire, Explosion, Theft and other insurable risks. We shall advise you upon request from time to time of the insurance value of such articles.
2. To keep goods free of any distress, execution or other legal process.

3. To notify us immediately of any loss of, or material damage to, the goods.
4. Rental items must not be kept in possession for longer than the 21 consecutive days and must be returned for laundering
5. The customer shall indemnify us against all cost and liabilities which we incur and retaking possession of the goods.
6. To permit us or any duly authorised person to have access to and/or to remove the goods or any part thereof.
7. If the customer chooses to keep any of their own linen or towels in the property whilst hiring from Unity Commercial Services LTD, Unity Commercial Services LTD will not accept any responsibility or liability for any lost or damaged items.
8. Unless otherwise agreed in writing delivery shall mean delivery to the designated point at the site as stated. As stated in the communication portal and/or order form at the time the order is placed, all rental charges are inclusive of insurance, carriage, any costs of dismantling, loading, unloading and installation. Any additional charges shall be for your account.
9. The customer shall be entitled to submit to us for laundering each week or at other intervals agreed in writing a number of goods which will not exceed the number of days specified in the order form. Any additional articles sent in for laundry will be charged at the agreed rate.
10. The customer must be satisfied with the goods and that rental items are fit for purpose which they

remain satisfactory for commercial laundering. Any issues or complaints must be made direct to unity within 24 hours of receiving goods.

11. All linen that is unusable due to stains caused by customer will be charged to client. We will email the cost within 48 hours so that the client can bill guest if needed, and invoice will be sent on next invoice date

12. Any bed change or additional linen ie sofa bed requested out with the initial booked service will incur a charge each time.

4. **PAYMENTS**

1. Payment of services must be paid no later than 7 days after receipt of invoice.

2. If full payment of any sums due is not received by the due date for payment we shall have the right at our option to

2.1 charge interest from the date by which payment should have been made until the outstanding amount is paid in full on the unpaid amount on a daily basis.

2.2 Suspend any further works under the particular contract or any other contract or accepted order until payment is made in full and

2.3 cancel the particular contract in relation to such further works and any other contract with you.

2.4 Display any agreed special payment arrangements in which case the payment due may be increased accordingly.

2.5 No deduction shall be made by you in respect of any set off or counter claim howsoever arising, and no time or indulgence granted by us to you shall prejudice any right or remedy which we may have in any manner whatsoever.

3. Unpaid invoices will incur a late payment fee of £40 for every 7 working days the invoice remains outstanding subject to statutory charges that may apply to you.

4. If Payment is not made, we may pass to a debt collector to collect, this will incur additional legal costs and invoice

will incur interest at 1% of total outstanding amount each week unpaid.

5. COMPLAINTS AND CLAIMS

1. Client 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 customers to no refunds or recovery cleanings.
2. Unity may take up to 5 working days to respond to a complaint. If it is an emergency please call.
6. Complaints are accepted in writing (letter or e mail). Complaints must be reported on completion or in the following 24-hours.
7. All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, jewelry, items of sentimental value, art and antiques.
8. Key replacement/locksmith fees are paid only if keys are lost by our operatives.
9. 10. In case of damage Unity will try to repair the item/s if it agrees that it caused the damage. If the item/s cannot be repaired unity will rectify the problem through its insurance company by crediting the Client with the item/s if it is proven to be by our personnel.
11. Unity reserves the right not to be responsible for: delay for a cleaning visit due to a traffic congestion, postponed service due to broken equipment, job not complete due to lack of hot water or power and suitable cleaning materials and/or equipment in full working order provided by the Client, third party entering or present at Client's premises obstructing the cleaning process, accidental damages worth up to £50 or less.

6. INSURANCE

1. Unity has a Public and Employer's liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of Unity reported within 24 hours of service date.
2. Insurance cover does not include anything that may break down or stop working at any time such as:

dishwasher, washing machine, oven, cookers, extractor fans, fridge, freezer, etc, any other items, instability of which the Client is already aware of such as bathroom appliances or any fixtures. The Client is obliged to warn the Company or the cleaner about appliances that are poorly fixed or not in full working order.

3. Unity reserves the right to refuse to share any of the confidential company's documents.

7. CLIENT SATISFACTION

1. Client understands that they are not entitled to any refunds.
2. If the Client is not satisfied with the cleaning service provided and a complaint has been placed in the stated 24 hours after the job has been completed, Unity reserves the right to return a cleaner and re-clean any areas and items to Client's satisfaction. Therefore the Client must allow the cleaner to be returned.
3. Unity reserves the right to return a cleaner not more than once.

8. CANCELLATION

1. Clients may cancel the scheduled cleaning job up to 24 hours prior to the agreed start time.
2. Client agrees to pay 50% of the quote as a cancellation fee if they cancel or change the date/time less than 24 hours prior to the scheduled appointment unless pre agreed terms with client.
3. Clients agree to pay 50% of the quote as a cancellation fee in the event of a lock- out caused by our cleaners being turned away; no one home to let them in; no water or power available at Client's premises or problem with clients keys. If keys are provided they must open the lock without any special efforts or skills.

4. If an initial deposit has been paid to Unity then Client agrees that deposit funds may be used to cover the cancellation fee.
5. If you wish to terminate any of the services provided by Unity you must give us a minimum of
 - 30 days notice in writing to terminate any air bnb & linen hire services
 - 30 days notice in writing to terminate office, dental or workspace services
 - 14 days notice in writing to terminate home cleaning services

9. **AFTER CANCELLATION OF THE CLEANING SERVICE**

1 By entering into a service agreement with Unity the Client agrees that after the termination of the cleaning service they will not hire or use any domestic or commercial services provided by a present or past cleaner introduced to the Client by the company. If the Client wishes to hire or use domestic services provided by such a cleaner then they must pay a referral fee of £600.

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. Unity Commercial services LTD reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.