



## TERMS AND CONDITIONS

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### Article 1 Regular Cleaning

**1.1** By placing an order in person, over the phone or by email, the Client is bound to the following Blessed Hands Cleaners Terms and Conditions:

**1.2** The sales advisors can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the Client's house. Please note that the cleaner may discuss a variation on the planned duration if, in practise, it appears to be required.

**1.3** The Client agrees to provide all cleaning detergents and equipment to carry out the service, unless they specifically request for Blessed Hands Cleaners to use their own supplies. Any cleaning equipment provided by the Client, should be safe and in full working order.

**1.4** If collection of keys is required from a location outside the postal code area of the Client's property charges may apply.

**1.5** Blessed Hands Cleaners will not be held responsible for any alarm systems. The Client should give any special instructions for deactivation/activation of any household alarm systems.

**1.6** All the cleaners registered with us and working on our behalf have been fully screened through a personal interview and checking of references and employment history.

**1.7** All the cleaners are self-employed and the payment of Tax and NI as a vetted independent person is their own responsibility.

**1.8** The Client must allow the cleaner access to hot water and power.

**1.9** All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, items of sentimental value, art and antiques.

### Article 2 Spring Cleaning/Move In & Out Cleaning/Professional Clean

**2.1** By placing an order in person, over the phone or by email, the Client is bound to the following Blessed Hands Cleaners Terms and Conditions:

**2.2** The sales advisors can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the Client's house. Please note that the cleaner may discuss a variation on the planned duration if, in practise, it appears to be required.



**2.3** Blessed Hands Cleaners will provide all cleaning detergents and equipment (vacuum cleaner, mop and bucket) required to carry out the service, unless the Client wants to supply their own.

**2.4** If collection of keys is required from a location outside the postal code area of the Client's property charges may apply.

**2.5** Blessed Hands Cleaners will not be held responsible for any alarm systems. The Client should give any special instructions for deactivation/activation of any household alarm systems.

**2.6** The Client must allow the cleaner access to hot water and power.

**2.7** All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, items of sentimental value, art and antiques.

### **Article 3 Payments, modifying, cancelling**

**3.1** For regular cleaning the Client will pay Blessed Hands Cleaners during the first week of each month for services performed during the previous month. The total payable amount will be detailed on the invoice sent to the Client which will need to be paid within **14 days**.

**3.2** For one-off cleaning the Client will receive an invoice within 3 days after the clean. The total payable amount will be detailed on the invoice sent to the Client which will need to be paid within **14 days**.

**3.3** Delays in payment of invoices will result in a written notice and suspension of the cleaning service. If payment is not made after 30 days of invoice then a charge of 15% will be added on top of the initial invoice due.

**3.4** Unpaid invoices will be handled over for collection and collection of costs will be added to the overdue invoices for the Client's costs.

**3.5** All changes or cancellations to appointments must be received in writing, otherwise the date and time will still be booked for the Client and they will be liable for not notifying the Company of changes.

**3.6** If the changes or cancellation is communicated less than 48 hours before the date of the booking, the Client will pay the total amount of booked hours.

**3.7** The Company reserves the right to adjust the price due to an error or omission. Blessed Hands Cleaners will inform the Client of the correct price and give them the opportunity to cancel or modify the order.

**3.8** The Company reserves the right to terminate any contract without penalty. In the event of termination Blessed Hands Cleaners shall give 1 week (7 days) advanced notice in writing and specifying the last cleaning date and give reason.

**3.9** The Client may terminate the cleaning service by giving 2 weeks (14 days) advanced notice in writing and specifying the last cleaning date and give reason.



#### **Article 4      Complaints and Claims**

**4.1**      The 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 customer to no refunds or recovery cleanings.

**4.2**      Blessed Hands Cleaners may require the presence of the Client or his/hers representative in the beginning and at the end of the cleaning session as an inspection can be carried out and if any corrections, should be made on the same day.

**4.3**      If the Client 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.

**4.4**      Blessed Hands Cleaners may take up to 7 working days to respond to a complaint.

**4.5**      Blessed Hands Cleaners will not accept a complaint based on an Inventory check report, filed more than 24-hour after the cleaning session.

**4.6**      Complaints are accepted verbally over the phone and in writing (letter or email). Complaints must be reported on completion or in the following 24-hour.

**4.7**      Key replacement/locksmith fees are paid only if keys are lost by Blessed Hands Cleaner's operatives. There is a £30 per household liability limit.

**4.8**      Blessed Hands Cleaners agrees to keep all Clients' information confidential.

**4.9**      In case of damage, Blessed Hands Cleaners will repair the item at its cost. If the item cannot be repaired, The Company will rectify the problem by crediting the Client with the item's present actual cash value toward a like replacement from Blessed Hands Cleaners source upon payment of cleaning services rendered.

#### **Article 5      Client Satisfaction**

**5.1**      The Client understands that they are not entitled to any refunds.

**5.2**      If the Client is not completely satisfied with a cleaning job, Blessed Hands Cleaners will re-clean any areas and items to Client' satisfaction free of charge. Therefore, the Client must allow the cleaner to be returned.

**5.3**      The Client may be present at all times during the recovery-clean. Blessed Hands Cleaners reserves the right not to return a cleaner more than once.

#### **Article 6      Liability**

**6.1**      On the day of the booking, it is the Client's responsibility to provide Blessed Hands Cleaners with access to the address provided for cleaning.



**6.2** In the event that the Client fails to provide the Company with necessary access and Blessed Hands Cleaners are unable to complete their services, the Client will still be liable for paying the total amount of booked hours.

**6.3** Blessed hands Cleaners will not be liable or responsible for any failure to perform or delay in performance due to the lack of suitable cleaning detergents and/or equipment if the Client had initially agreed to provide them.

**6.4** Blessed Hands Cleaners reserve the right to not be liable for completing tasks which are not stated on our task list.

**6.5** Blessed Hands Cleaners will not be liable or responsible for any failure to perform or delay in performance of any of our obligations that is caused by events outside our reasonable control.

**6.6** Events outside our reasonable control include any act, event, non-happening, omission or accident beyond our reasonable control and includes in particular (without limitation) the following:

- Strikes, lock-outs or other industrial action.
- Civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war.
- Fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster.
- Impossibility of the use of railways, shipping, aircraft, motor transport or other means of public or private transport.
- Impossibility of the use of public or private telecommunications networks.
- The acts, decrees, legislation, regulations or restrictions of any government.
- Unusual weather conditions

**6.7** The performance of the Company under any Contract is deemed to be suspended for the period that the event which is outside of its control continues, and Blessed Hands Cleaners will have an extension of time for performance for the duration of that period.

## **Article 7 After Cancellation of Cleaning Service**

**7.1** By entering under this Terms and Conditions with Blessed Hands Cleaners, after the termination of the cleaning service providing by Blessed Hands Cleaners, the Client must not hire or use any cleaning or housekeeping services provided by a present or past cleaner introduced to the Client by Blessed Hands Cleaners. If the Client does wish to hire or use cleaning or housekeeping services provided by such a cleaner our referral fee is £250.

**7.2** These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them the Client agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom. Blessed Hands Cleaners reserve 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 Clients will be notified.