



These guidelines are effective immediately.

# CLIENT GUIDELINES

Thank you for choosing Sheer Sparkles Cleaning Service! Below are the guidelines we ask our clients to follow. These guidelines have been put in place to provide a safe environment for our employees and set clear expectations with our clients from the outset. We're pleased that you have chosen us to make your home and business sparkle! Please review our guidelines before your first clean and, if you're an existing client, please familiarise yourself with our new guidelines and let us know if you have any questions.

## **THE CLEANING TEAM**

The owner (Crystal McIntosh) and our cleaners wear company shirts to identify themselves. Our cleaners do not discuss pricing with clients. All pricing questions should be brought to the attention of Crystal McIntosh.

The company may utilise any suitably qualified contract cleaners and/or subcontractors to perform any of its cleaning services at its discretion. All of our hired staff are strictly vetted and monitored so you can have complete peace of mind that your cleaner can be trusted. Such persons will be answerable solely to Sheer Sparkles and the client shall have no contractual, financial or legal relationship with the hired assistant.

## **CONTACTING US**

Clients and potential clients may contact us via email at [info@sheersparkles.co.uk](mailto:info@sheersparkles.co.uk), or via phone at +44 (0) 7576 020 984. While we try to respond as quickly as possible, we are thankful for your patience and ask that you allow up to 24 hours for a reply.

## **SCHEDULING YOUR CLEAN**

We schedule all bookings as soon as a written, verbal, or signed service agreement has been received and confirmed by us. For each scheduled service (i.e., regular cleaning), your appointment(s) will take place at the same time and weekday, unless we receive specific instructions from the client to change this, or due to circumstances beyond our control.

Sheer Sparkles reserves the right to change regular cleaning days and times provided that it gives the client notice equal to the frequency of the cleaning dates, e.g., two weeks' notice for clients on fortnightly cleans, one week's notice for clients on weekly cleans. We are committed to arriving on time for each client; however, please bear in mind that sometimes the cleaner/cleaners do not finish cleaning each home at an exact time.

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## **HOW TO PREPARE FOR YOUR CLEANING**

We are delighted to clean for you and want to be sure our service exceeds your expectations. For us to be able to accomplish this, we would ask you to do a few things before our arrival. We ask that surfaces with belongings such as mails, pet toys, children's toys, magazines, clothes, etc., be picked up before we come. Please make sure that all dishes are put away so that we can thoroughly clean your kitchen. The cleaning will be far more satisfactory if the cleaner/cleaners do not have to deal with a great deal of clutter. Surfaces with a large amount of clutter may have to be ignored. In addition, please make sure your vacuum, mop, and bucket are accessible and that anything of a valuable or sensitive nature is put away.

## **EQUIPMENT & SUPPLIES**

For regular weekly and fortnightly cleans, we ask our clients and potential clients to provide the necessary cleaning supplies, such as cleaning materials, mop and bucket, and vacuum cleaner; this helps to avoid cross-contamination. If you have a specific product, you want us to use, please call, email or alert your cleaner so that your request can be noted. For specially requested products, we kindly ask our clients to provide them. For end-of-tenancy and one-off cleans we can bring cleaning supplies, mop and bucket, and vacuum cleaner for an additional cost. The client shall also ensure that our cleaners have access to hot water and electricity supply.

## **ACCESSING YOUR PROPERTY**

You can always trust us with access to your property if you are unable to open the door for the cleaner; if you are absent from the city, for example. Allowing us access can be provided in one of the following ways:

- Provide us with a set of spare keys for future use (for regular clients)
- Hide your keys somewhere safe and give us detailed instructions of their location
- Place your keys in a secured lockbox and provide us with an access code
- Leave your keys with neighbours, and we'll make sure to knock on their door first
- Ask us to obtain your keys from the concierge. Please note that all concierge staff must be told in writing that they are allowed to pass your keys to the expected cleaner.

Sheer Sparkles agrees to keep keys and client information secure and confidential. If a key is given to Sheer Sparkles please make sure your home is accessible to us. If your home is equipped with a security system, please ensure that you advise us of the entry and exit code or leave it in the 'off' position.

If the client chooses to leave a door unlocked, or place a key under a mat or any other unsecured place for the cleaners to enter the home, Sheer Sparkles will not be held liable for any damage to or theft from the client's home. All cleaners are trained to lock all doors and reset security systems upon leaving the home.

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## **TECHNOLOGY**

Sheer Sparkles utilises technology to its fullest to provide a trouble-free client experience. You will receive an automated reminder email one day before the service. You will also receive a follow-up survey periodically through your email.

## **PAYMENT**

We aim to arrive on time for each clean and make sure that we do an exceptional job. Could we please ask for the same punctuality in terms of payments, as we need to pay our cleaners on time for all their hard work.

Payments for services rendered are due upon receipt of invoices after completion of the scheduled cleaning service. Payments of fees rendered by invoice are due via bank transfer within the dates stated on the invoice.

For end-of-tenancy cleans and one-off cleans a non-refundable security deposit of 30% is required to secure your clean. The remaining balance must be paid by bank transfer to Sheer Sparkles upon completion of the clean or before the cleaner leaves the client's premises.

Tipping the cleaners is not required but is always appreciated. Thank you in advance if you choose to do so. Tips can be given directly to the cleaners.

## **PRICE, INCREASES, AND QUOTATIONS**

Clients are given advance notice of any price increases. If conditions in the home change such as added rooms, a price or service revision may be necessary. If the cleaners need more time, you will have the option to either approve that or remain within the original estimated time.

If we're unable to provide a consultation before the day of service, you will be provided with a ballpark estimate. All prices quoted by phone or via email will depend on the size and condition of a property and the agreed schedule of work discussed.

We will notify you if we believe the cleaning will go beyond the price discussed. Any excess would not be charged unless previously approved by the client. We reserve the right to amend any quotation given, should requirements change or due to any information that is incorrect or not provided.

Sheer Sparkles reserves the right to review its cleaning service prices and adjust in line with inflation, wage increases, transport, insurance, or any reasonable circumstances. We will notify you in writing of any such proposed change 30 days prior.

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### **INTEREST**

Interest may be applied to any overdue invoices at a rate of 8.5% from the due date until the date of actual payment. Consistent late payers will be required to make a 20% prepayment for all future work.

Where payments have not been received, we reserve the right to withhold services, cease to work on your account, and terminate the engagement if payments are unduly delayed.

### **COLLECTIONS**

If an account remains unpaid, we shall have recourse to solicitors for its collection and the payment of reasonable solicitors' fees, interest on the past due amount, and all associated costs of such collection.

### **PUBLIC AND CLIENT HOLIDAYS**

Should your cleaning visit fall on a Bank Holiday, or during a holiday period, every effort will be made to rearrange your service, although this cannot be guaranteed.

If the client is going on holiday, we will offer a no-fee cancellation of regular cleans provided that the client gives at least 3 business days' notice. We reserve the right to charge a cancellation fee of 50% of the cleaning fee for such cancellation made with less than 3 business days' notice. This is to recompense cleaning teams already allocated to that client.

### **PETS AND PLANTS**

If you have pets, we do appreciate it if they are secured in a room or crate. We do not want to risk pets being exposed to cleaning solutions or mop buckets where accidents can happen. If you're unable to secure your pets, please contact us so that we can note that on your file and make the appropriate arrangements. We ask that all pet toys be picked up. We do not clean litter boxes or urine/feces from the floor. Due to the individual care that plants require, we will not water or maintain them.

### **WORK HEALTH & SAFETY**

Just as we consider the safety and well-being of our clients, we also have a responsibility to provide a safe work environment for our team members. If at any time a member of our team feels unsafe, or the environment (i.e., the client's home and/or surroundings) becomes unsafe for our team members to be in, they will leave the premises promptly, and the full charges of the booked service will apply.

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## **BREAKAGES AND ACCIDENTS**

It can happen when you least expect it! We assume no liability for damage due to pictures not hung securely, items with unstable bases, floating shelves, items not secured properly, etc.

We are not responsible for any existing damage to the Client's property in the form of old stains/burns/spillages etc. which cannot be cleaned/removed completely by us using the industry standard cleaning methods.

Curio cabinets, figurines, glassware, and items of extreme or sentimental value should be cleaned by the client. If an item is broken by one of our cleaners, Sheer Sparkles will pay up to £100 per item or replacement cost when the value is verified; receipts for replacement items will be required for our insurance company. In the event of any breakage/accident, any claim being made must be notified to Sheer Sparkles within 24 hours of the cleaning visit for it to be considered and the client should retain broken items for Sheer Sparkles to inspect.

## **NON-SOLICITATION OF EMPLOYEES AND CLIENTS**

When a client enters into a service agreement with Sheer Sparkles the client understands that they will pay a £250 penalty to Sheer Sparkles if they engage in a working relationship directly with an employee of Sheer Sparkles during service other than through Sheer Sparkles Ltd.

A contractor will not, after the termination of their employment, approach any client, affiliate, or business partner of the Company for purposes of seeking employment or business arrangements in competition with the Company's line of business.

The contractor acknowledges that any breach of this contract will be subject to court proceedings for direct and indirect damages.

## **SICKNESS**

If you or someone in your home is sick (contagious) please contact us so we can reschedule your cleaning. We will contact you if our cleaners are sick (contagious) and reschedule your

## **ADDITIONAL SERVICES**

Please inform us at least two weeks in advance of special requests (appliance cleaning, inside window cleaning, extra rooms &c.) so that we can schedule adequate time to complete the extra task. We will provide an over-the-phone estimate; however, we do reserve the right to adjust the quote once we see the job. Additional Services are carried out at extra cost:

- Inside Ovens – we are happy to co-ordinate oven cleaning if required.
- Inside kitchen cupboards – we are happy to coordinate cleaning the inside of kitchen cupboards

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Cleaning inside of fridges & freezers – freezers must be thoroughly defrosted before the date of cleaning

### **ASSIGNED CLEANER & TEAMS**

We make every effort to keep the same team or cleaner assigned to your home but cannot guarantee that. Illness, family emergencies, promotions, vacations, etc., can all result in a change of team or change of cleaner.

Our cleaners work either alone or in teams of two or more depending on the size of the job. We cannot guarantee that you will have the same cleaner for each appointment. We will try our best to accommodate your request but, if your specified cleaner is unable to attend, we will endeavour to arrange another cleaner. If we are unable to find cover, we will suggest an alternative day for your cleaning to take place.

Cleaning teams are not permitted to drink or eat in a client's home unless invited to do so, and cleaning teams are not permitted to smoke in a client's home.

### **ITEMS WE DO NOT CLEAN**

We have instructed our cleaners to leave certain items untouched, including items or areas/belongings containing any bodily fluids such as blood, vomit, or other excretions. If someone in the home or your pet has an accident or vomits, cleaners have been instructed not to clean that up. Our teams are advised to clean around these areas. Seasonal insect infestation can also be a problem and may prevent us from completely cleaning your home.

If ants, termites, cockroaches, fleas &c. are seen, we will not clean or vacuum that area. We will leave you a note or call you regarding the problem. We do not clean inside curio cabinets. If you have other items you prefer that we do not clean or handle, please contact us and we will arrange to avoid those items. Cleaners are not permitted to clean baths or sinks that have standing water in them.

Our cleaners will not climb higher than a step-stool, perform work on the outside of your home, move furniture, or lift any objects over 20 pounds in weight.

### **CLIENT SATISFACTION**

We want you to be delighted with our cleaning service! Report any concerns to our office at +44 7576 020 984 or [info@sheersparkles.co.uk](mailto:info@sheersparkles.co.uk) within 24 hours after the service. We welcome you sending us pictures/videos.

The client understands that he/she is not entitled to any refund. If the client is not completely satisfied with a cleaning job, 'Sheer Sparkles' will reclean any areas and items to the client's satisfaction at no cost to you. Therefore, the client must allow the cleaner to return. Please do not reclean any areas yourself.

The client may be present at all times during the reclean. Sheer Sparkles reserves the right not to have a cleaner return more than once. If you contact us after business hours, please allow until the next business day for a response. Sheer Sparkles does not refund any portion of a cleaning fee.

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### **SCHEDULE CHANGES AND CANCELLATIONS**

If you cancel your cleaning appointment less than 48 hours before the scheduled day – during office hours Mon – Fri from 9 am to 5 pm – we shall charge the cancellation fee of £45. If you cancel your cleaning appointment more than 48 hours in advance of the appointment a cancellation charge will not be incurred.

Cancelling a scheduled clean allows more grime &c. to build up which in return prolongs our cleaning time on the next appointment.

Please note that we cannot guarantee that the same cleaner will be available on a new day and time that the client requires. Any changes in the cleaning schedule are subject to availability.

If the client chooses to cancel a service part-way through the cleaning being carried out, the full fee for cleaning services rendered will be charged.

### **COMPLAINTS AND CLAIMS**

Complaints are accepted in writing or by email. You can also call via the telephone; however, we might request you to send the detailed complaint by email. Complaints must be reported on completion or within the following 24 hours.

The client accepts and understands that poor service, breakage/damage, or theft must be reported within 24 hours from the service time/date. Failure to do so will negate any entitlement to a reclean. Sheer Sparkles may take up to one working day to respond to a complaint.

Clients must report to Sheer Sparkles before the first clean if there are any delicate surfaces such as porous stone (marble, granite, etc.), unsealed hardwood, or other delicate surfaces requiring special attention when cleaning. Failure to do so may cause the cleaner to unknowingly use an inappropriate cleaning solution to clean these special surfaces, and any damage caused might not be covered by our insurance policy i.e., that will be the client's responsibility.

All fragile and highly breakable items must be secured or removed. Items excluded from liability are cash, jewellery, items of sentimental value (the client will be credited with the items' present cash value up to £100), art, and antiques.

In case of damage, Sheer Sparkles will repair the item up to the value of its cost. If the item cannot be repaired Sheer Sparkles will credit the client with the item's present actual cash value (up to £100) towards a similar replacement.

If any recleaning is required, Sheer Sparkles requires the presence of the client or his/her representative at the beginning and end of the reclean.

Key replacement/locksmiths' fees- up to a maximum of £30- are paid only if our Cleaners lose the keys.

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We advise that you exercise the same caution and common sense to protect your safety and property as you would when interacting with any person whom you do not know. We do take reasonable measures to ensure the suitability and quality of our cleaners; we conduct interviews and obtain proof of identity and address, DBS checks, and past employer references.

We also cannot guarantee that every cleaner is suitable for your purposes. We may discontinue supplying work for a cleaner. This is based upon the feedback you or other users provide concerning that cleaner, but only if it is deemed appropriate.

### **DIGITAL MEDIA and PHOTO RELEASE**

In an age of digital technology, it is not uncommon for our staff to take 'before and after photos of the inside your home for advertising purposes and proof of service. Photos will never show your address or any identifying information about the client. If you do not want your photos used, please let us know.

### **INSURANCE**

The Company's public liability insurance covers damage up to the value of £1,000,000 caused by a cleaner working on behalf of Sheer Sparkles. To keep our prices competitive, all claims are subject to an excess of £250 payable by the client. The client agrees that due to the nature of the service Sheer Sparkles guarantees only to correct any problems reported within 24 hours. If a problem occurs on a Saturday it must be reported by 9 a.m. on the following Monday or, if that is a Bank Holiday, the Tuesday, to be accepted as a valid claim. Failure to do so will invalidate the claim. A representative of Sheer Sparkles may require entry to the location of the claim to correct the problem.

The client waives their right to stop payment on their cheque unless the Company fails to make good on the above guarantee. Whilst our contractors make every effort not to break items, accidents do happen. Identical replacement is always sought but cannot be guaranteed. For this specific reason, the Company requests that all irreplaceable items (whether monetarily or sentimentally valuable) be stored away or our contractors are requested that they should not be cleaned.

In case of damage, the Company will repair the item at cost. If the item cannot be repaired the Company will credit the Client with the item's present cash value (up to £100) towards a like-for-like replacement, to be agreed with the Company. The Company shall not be responsible for damage due to faulty and/or improper installation of any item. All surfaces (e.g., marble, granite &c.) are assumed sealed and ready to clean without causing harm and do not require any applications of special treatments unless such special treatments are required, in which case that needs to be discussed with the contractor beforehand and specific instructions are given.

### **PROVIDING FEEDBACK**

We have an open-door policy and are always open to feedback about your experience, whether it be cleaning-related or client service-related. If you are happy with our services and feel so inclined, we would love a review on Yell.com or Google.

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#### **TERMINATION OF SERVICES**

Either party may terminate this contract by giving two weeks' notice in writing. The client agrees to settle all outstanding fees within the notice period.

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