



## **B-CLEAN CLEANING SERVICES LIMITED – STANDARD TERMS AND CONDITIONS WINDOW CLEANING**

### **1 CONTRACT**

- 1.1 The present Terms and Conditions are a contract between the **Customer** and **B-Clean Cleaning Services Ltd.** Placing an order through website forms, email, social media sites, or telephone and the use of our services constitutes an acceptance of the agreement.
- 1.2 This agreement is made between
- B-Clean Cleaning Services Limited (the “**Supplier**”)
  - Registered with Companies House, Scotland
  - Company Number SC249429
  - Registered office
    - 57 Laburnum Road, Methil, KY8 2HB
- And
- The “**Customer**” who is the owner or responsible person authorised to act on behalf of the property owner, or authorised tenant, where the contracted **Services** are undertaken.
- 1.3 This agreement comes into effect on the date any **Services** commence or are authorised by the **Customer**.
- 1.4 **Service** is defined as any and all works undertaken by the **Supplier** on instruction from the **Customer**. This can include but is not limited to Wheelie Bin Cleaning and any other services as agreed.

### **2 COMMERCIAL TERMS**

#### **Payment**

- 2.1 Payment is due immediately upon completion of the agreed **Service**.
- 2.2 Payment should be made electronically upon receipt of our electronic invoice and in accordance with the instructions within the invoice unless an alternative arrangement has been reached.
- 2.3 Payment should be made within 7 days of completion of the **Service**.
- 2.4 Late payments may result in an immediate cessation of the **Service** until the balance has been settled.
- 2.5 The **Supplier** reserves the right to change the price of any contracted **Service**. Any change will be notified to the **Customer** 30 days in advance.

#### **Cancellation**

- 2.6 24 hours’ notice from the **Customer** is required to cancel any scheduled **Service**. Cancellations made after this time may still be charged.

- 2.7 Two or more consecutive cancellations may result in an additional 25% cost premium being applied to the next scheduled **Service**. This will be notified in advance to the **Customer** and is applied to accommodate any additional work required as a result of the missed **Service**.
- 2.8 Every effort will be made by the **Supplier** to mitigate the additional charges at clause 9 and 10 however this cannot be guaranteed.
- 2.9 Should the **Supplier** cancel or rearrange a Service as much notice as possible will be provided to the **Customer**.
- 2.10 The **Supplier** cannot accept any responsibility or liability for any impact or additional costs incurred by the **Customer** as a result of any **Supplier** cancellation or rescheduling of a **Service**.

### **Termination of the Contract**

- 2.11 The **Supplier** reserves the right to terminate the contract at any time. The **Supplier** will endeavour to provide as much notice as possible of any termination.
- 2.12 The **Customer** can terminate the service with 24 hours' notice. Any balance should be settled immediately upon termination.

### **3 LIABILITY AND INDEMNITIES**

- 3.1 No liability is accepted by the **Supplier** for any damage or additional costs incurred by the **Customer**, or any third parties caused by the **Supplier** delivering the contracted **Service** however caused.
- 3.2 The **Customer** ensures that they have the authority either as the legal owners, tenants or otherwise appropriate custodian of the relevant property to instruct the **Supplier** to deliver the **Service**. The **Customer** will indemnify the **Supplier** against any costs or claims made by third parties in the event that they do not have the full legal authority to instruct the **Service**.

### **4 PRIVACY**

- 4.1 The **Supplier** will make all reasonable efforts to protect any personal data collected as part of this contract. All **Customer** data will be managed in accordance with applicable legislation and will not be shared to any third party without prior written consent.

### **5 THE SERVICE**

#### **Scheduling the Service**

- 5.1 The **Service**, if not a one-off **Service**, will be delivered at intervals as agreed at the commencement of the **Service**.
- 5.2 Any changes to the schedule shall be discussed and agreed in advance by both parties.

#### **Access Required**

- 5.3 The **Customer** is responsible for ensuring that the **Supplier** can access the property safely and legally. This includes but is not limited to ensuring gates can be unlocked, keys are available (if required), and any passcodes are provided.

- 5.4 Safe access to undertake the **Service** is required. This includes clear walkways, spaces below windows clear.
- 5.5 Whilst the **Supplier** makes every effort to safely move any temporary and portable obstructions in the course of delivering the **Service**, we cannot be held liable for any damage caused to the **Customers** or any third-party property stored on site. The **Supplier** will at his discretion determine what can be safely moved or adjusted.
- 5.6 The **Supplier** reserves the right to not deliver all, or part of the **Service** should access not be provided safely.
- 5.7 The **Supplier** reserves the right to charge for any **Services** cancelled as part of clause 22, 23 and 24. The **Supplier** will notify the **Customer** as soon as possible of any missed services and work with the **Customer** to identify any appropriate adjustment or changes required before the next scheduled **Service**.

## **SAFETY**

- 6.1 The **Supplier** requires the **Customer** to ensure that at all times wherever possible children, pets and any other at-risk personnel stay clear of the areas where the **Service** is being carried out.
- 6.2 The **Supplier** reserves the right to not deliver all or part of the **Service** but may still charge in full for scheduled **Service** in the event that the **Customers** property is deemed unsafe for any reason.
- 6.3 The **Supplier** reserves the right to charge for any service not delivered as a result of the **Customers** property being deemed unsafe to continue.
- 6.4 Where possible whenever there is a safety concern, the **Supplier** will endeavour to work with the **Customer** to resolve on site.

## **QUALITY**

- 7.1 The **Supplier** endeavour to provide a high-quality **Service** to the **Customer** at every scheduled visit, if there are any concerns about the quality of the **Suppliers** work the **Customer** should raise these with the operatives on site immediately or alternatively raise with the **Supplier** within 24 hours of the completion of the scheduled **Service**. Every effort will be made by the **Supplier** to rectify any concerns as soon as possible.
- 7.2 The **Supplier** endeavour to provide a high-quality **Service** to the **Customer** at every scheduled visit, if there are any concerns about the quality of the **Suppliers** work the **Customer** should raise these with the operatives on site immediately or alternatively raise with the **Supplier** within 24 hours of the completion of the scheduled **Service**. Every effort will be made by the **Supplier** to rectify any concerns as soon as possible.
- 7.3 Issues raised after this period will be investigated and discussed with the **Customer**, but the **Supplier** cannot guarantee a response before the next scheduled visit.