



# Terms and Conditions

## WELL-CLEANED TO ALL — CLIENT(S)

### 1. Payment

- A. For regular cleaning, the client(s) shall arrange a recurring card payment, standing order, bank transfer, payment in cash or similar regular payment method as agreed between the client and Well-Cleaned. Payment is required on completion of the clean.
- B. For non-domestic clients where monthly invoicing terms have been agreed, the client shall pay the invoice for the service on those terms.
- C. For one-off cleaning, the client(s) shall arrange a direct card payment or bank transfer as requested by Well-Cleaned PRIOR to the cleaning taking place. This agreement shall be deemed to be terminated immediately following the one-off clean.
- D. If, at any point, a cleaner(s) is required for more hours than originally agreed, a revised invoice will be calculated and confirmed to the client.

### 3. Insurance and Liability

- A. We take great care when interviewing, vetting and reference checking cleaners to add to our team and although our experience tells us that they very infrequently have accidents in our clients homes, in order to give our clients peace of mind, we carry comprehensive public liability insurance of at least £1m. A copy of the certificate of insurance is available on request.
- B. The client(s) shall not be covered by the insurance if the cleaner is not provided by Well-Cleaned and/or the terms of this agreement are otherwise breached.
- C. The ownership and responsibility for the return of client(s) keys remains between the client(s) and the cleaner(s).
- D. As with most insurance policies, there is an excess for each and every claim. The client accepts responsibility for the first £100 of this excess. This allows us to keep overall costs low and avoids claims for minor accidental damage that can occasionally occur during the course of cleaning.
- E. Force majeure & jurisdiction – Neither party shall be liable for any failure in performance of any of its obligations under this agreement caused by factors outside its control. English Law shall cover this agreement and the parties consent to the exclusive jurisdiction of the English courts in all matters regarding

### 4. Client(s) obligations

- A. Access to the property at the date and time agreed. Failure to provide access will incur the full cost of the clean.
- B. Provision of a fully working Vacuum Cleaner and Bags if so used.
- C. Provision of a Mop and Bucket

### 5. Termination

- A. Well-Cleaned may terminate the agreement by giving one month's notice to the client(s) in writing.
- B. The client(s) may terminate the agreement by giving one month's notice.
- C. For a period of twelve months following termination of the client/Well-Cleaned agreement. The client(s) shall not engage whether directly or indirectly as an employee, agent or otherwise any cleaner who has been introduced by Well-Cleaned to the client(s). If the client(s) so engage(s) a cleaner, then a recruitment fee of £500 is payable and non-refundable.

### 6. General

If any provision of these terms and conditions shall be found to be void, invalid or unenforceable, whether by a court of law, agreements of the parties or otherwise, the remainder of this agreement shall remain in full force and effect notwithstanding any such invalidity, illegality or unenforceability but the provision in question will either be amended so as to make it valid, legal and enforceable or in the event that this is not possible, deleted.

**Name (Print):** \_\_\_\_\_

**Clients(s) Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_