One Off Cleans & Deep Cleans

Terms & Conditions

By accepting a quote and making a booking over the phone, e-mail, WhatsApp or text, the client agrees to be bound to the following terms & conditions of Hectic Housekeepers cleaning services.

**Below you can read about the terms and conditions that apply when you book our professional cleaning services in East Sussex.**

* ONE-OFF CLEANING, AND DEEP CLEANING

**DEFINITIONS**

In these Terms of Business, the following definitions apply:

**“The Business”, “Us”, “We”** – means Hectic Housekeepers.

**“Cleaner”** – means the person providing cleaning services on behalf of the business.

**“Client”** – means the person or corporate body together with any subsidiary or associated company as defined by the Companies Act 2006 to whom the cleaning services are provided by the business.

**“Services”** – means the cleaning services carried out on behalf of the business.

**“Cleaning Visit”** – means the visit to the Client’s address by the Cleaner in order to carry out the Service.

The Headings contained in these Terms are for convenience only and do not affect their interpretations.

## **CONTRACT**

2.1 These Terms and Conditions represent a contract between Hectic Housekeepers and the Client.

2.2 The Client agrees that any use of the business services, including placing an order for cleaning services by telephone, WhatsApp, text, live chat or email shall constitute the Client’s acceptance of these Terms and Conditions.

2.3 Unless otherwise agreed in writing by the owner of the business, these Terms and Conditions will prevail over any other terms of business or purchase conditions put forward by the Client.

2.4 No variation or alteration of these Terms and Conditions will be valid unless approved in writing by the owner of the business.

**COST & PAYMENT**

3.1. Clients, who have (or have not) signed a service contract with the Company, are charged a set cost for One off cleans and Deep Cleans . There is a minimum booking of 4 hours for deep cleans and one off cleans. A non refundable deposit must be paid when booking before confirmation of the appointment will be sent.

3.2. Hectic Housekeepers will Invoice the client after the clean has been completed. Invoices are required to be paid on the day of the clean before 11.59pm. If the client fails to make payment, the invoice will be passed to a third party to be collected, which can result in court costs.

3.3 - Any cancellations 48 hours or less will be charged at the full rate and are payable by 11.59pm on the day of the clean. Cancellations before 48 hours prior to the clean will not be refunded their deposit.

**EQUIPMENT**

4.1. Cleaning materials and equipment will be provided by Hectic Housekeepers. We cannot use client’s cleaning products or equipment as we are not insured to use these.

**REFUNDS**

5.1. No refund claims will be entertained once the cleaning services have been carried out.

5.2. Refunds will be issued only if the Client has cancelled a cleaning service more than 48 hours prior to the start of the cleaning session and a payment has been already taken by the Business.

5.3. Refunds will be issued in the case that a cleaning operative doesn't attend a cleaning appointment, for which payment has already been collected by the Business or the client would like to rearrange the cleaning appointment to another day.

### **CLAIMS**

6.1. While the business operatives make every effort not to break items, accidents do happen. Identical replacements are always attempted but not guaranteed. For this reason, the Business requests all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and /or not cleaned by the cleaners. The client understands that they are to tell the cleaning operative attending their house if there are any of these items so that they know not to touch them. If the client asks for an area to be cleaned with breakable items present, the client is to remove these prior to the area being cleaned.

6.2. In case of damage, If an item has not been put away or moved prior to the cleaning operative attending ,and it is known that the items are of monetary or sentimental value, the Business WILL NOT repair or replace the item.

6.3. The Business will not be responsible for damage due to faulty and/or improper installation of any items also old/worn out/damaged items. All surfaces (i.emarble, granite, wood floorings, etc.) are assumed sealed and ready to clean without causing harm. Clients are to tell the cleaner what stone they have in their home, so that they are able to use the correct cleaner.

6.4. Key replacement fee is paid only if keys are lost by our operatives. There is a £15 per location liability limit.

**COMPLAINTS**

7.1. All complaints must be received in writing by email only and include photographic evidence of the area and description of the issue by 8 pm on the day of the cleaning services completion, to ensure that the details are received in a clear and complete manner. Due to the nature of the service. [hectichousekeepers@gmail.com](mailto:service.hectichousekeepers@gmail.com)

7.2. If the Client is displeased with a currently occurring cleaning service, the Business asks that the Customer notifies us as soon as the Client notices anything that might be to the Client’s dislike by calling 07877 025505 or emailing hectichousekeepers@gmail.com Please don’t wait until the service is ending if you are home, please call the number above or speak to the owner of the Business if she is cleaning for you that day.

7.3 Further to Consumer Rights Act 2015, the service should be performed with reasonable care and skills, however, if it is in conformity with our requirements for a professional performance of the service or the requested cleaning service is inappropriate for the situation, the Business will not be liable for any future issues.

### **LIABILITY**

8.1. The Business will not be liable under any circumstances for any loss, expenses, damages, delays, costs, or compensation (whether direct, indirect, or consequential) which may be suffered or incurred by the Client arising from or in any way connected with a late arrival of Business operatives at the service address. The Business endeavours to be on time on any visit but sometimes due to transport-related and other problems which are beyond the Business’s control, the Business operatives may arrive with a delay or the cleaning visit may be rescheduled.

8.2. The Business will not be liable under any circumstances for any loss, expenses, damages, delays, costs, or compensation (whether direct, indirect, or consequential) which may be suffered or incurred by the Client arising from or in any way connected with:

* Cleaning service not complete due to lack of electricity or hot water or equipment not in full working condition; If there is no power supply when the cleaner arrives, the client will still be liable for the full cost of their booked clean.
* Third-party entering or present at the Client’s premises during the cleaning process;
* Any existing damage to the Client’s property in the form of old stains, burns, broken equipment, scratched flooring, etc. Will be reported straight to the client and photographed. Hectic Housekeepers will not attempt to remove stains from carpets, flooring, or furniture.
* Any damages caused by faulty/not in full working condition equipment or materials supplied by the Client;
* Any damages worth £100.00 or less.

8.3. The Business will not be liable under any circumstances for any loss, expenses, damages, delays, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client arising from or in any way connected with the Business providing services for the Client, if the Client has an outstanding amount aged 14 days or more from the date the payment was due.

### **LAW**

9.1. These Terms are governed by the laws of England and Wales and are subject to the exclusive jurisdiction of the Courts of England, and Wales.

9.2. These Terms and Conditions are in line with the regulation of the Consumer Rights Act 2015 and are not an imbalance in the parties' rights or obligations under the contract.

9.3. The Terms are transparent for the purposes and expressed in plain and intelligible language and are legible. They can also be provided in other languages on request or audio version.

9.4. The Terms are prominent for the purposes of the section and brought in such a way that a consumer would be aware of them.

9.5. Each client's data is held for up to 6 years after they stop their services with Hectic Housekeepers. This will be kept under The Data Protection Act 2018 GDPR guidelines and policies.

**Photo Consent**

**Hectic Housekeepers require photos to build their social media and stock photos for their business portfolio. All photos will be discrete and will not contain any information that gives the client's address or home location away. If you would like to opt-out of photo consent please inform the business owner when you see them.**