



Old School Cleaning Domestic Services Client T&Cs

Confidential 2022

TERMS AND CONDITIONS

1. DEFINITIONS

For this Agreement

- 1.1 this agreement is entered into between the term "Client" (meaning you) and the "Service Provider" (Old School Cleaning Services Ltd).
- 1.2 This agreement is deemed active and live once the Service Provider has received email acceptance of T&C's from the Client.
- 1.3 Any variation to these T&C's will be provided in writing and require acceptance by the other party.

2. INTRODUCTION

- 2.1 Old School Cleaning Services Ltd shall introduce a 'cleaner' subject to these terms and conditions.
- 2.2 Any changes to the duration of cleaning shall affect the payment to Old School Cleaning Services Ltd, as per our current pricing.

3. BOOKING

- 3.1 By placing a booking, the Client agrees to these terms and conditions and terms of payment.
- 3.2 Any changes to the duration of cleaning shall affect the payment to Old School Cleaning Services Ltd, as per our current pricing.
- 3.3 We may, dependent on our schedule, provide more than one cleaner to your property. This will reduce the time spent, e.g., 3 cleaners attending your property for less time than 2 cleaners and so on.
- 3.4 There may be times when we are late due to traffic during driving between bookings. We ask that you allow +/- 60minutes of your allocated booking time for this.
- 3.5 If you wish for us to attend during times you are not at the property, we will endeavour to accommodate as our schedule allows.

- 3.6 Please ensure you leave your mop, bucket and vacuum cleaner visible, or a note where it is located. This is to avoid potential cross contamination with other clients, who have allergies.
- 3.7 In the instance you wish to suspend or rearrange the cleaning day/time for a certain amount of weeks, the fee is still payable, unless one month's notice is provided.
- 3.8 If collection of keys is required from a location other than that of the cleaning scheduled, a fixed fee of £15 plus £0.45/mile for additional miles from our original journey will apply.
- 3.9 Old School Cleaning Services Ltd will not accept responsibility for triggering any alarm systems. The Client should provide any special instructions for deactivation/activation of any alarm systems.
- 3.10 The client understands that additional parking charges may apply.
- 3.11 Old School Cleaning Services Ltd reserves the right to change any price without the need to give prior notice.

4. ACCESS

- 4.1 Please provide your full address, phone number and an emergency contact number along with how we will access your property and if you shall be issuing us with a key to keep hold of. Alarm/passcodes for access will also be required.
- 4.2 In the instance of leaving a key in a secure place at the property for us to gain access, please advise and we will return the key to this location once we have completed our visit.
- 4.3 Please provide us details of where to park at the property for the duration of the clean, providing us with any parking permits that may be required.

5. CLIENT OBLIGATIONS

- 5.1 The Client shall pay their fee to Old School Cleaning Services Ltd promptly at the agreed rate.
- 5.2 The Client shall always provide a safe working environment for their cleaner.
- 5.3 The Client shall always notify the office of any key, lock, alarm code or parking changes.
- 5.4 The Client must advise Old School Cleaning Services Ltd of any hazardous substances which may affect our cleaners. Old School Cleaning Services can refuse to attend or accept items in this case.

6. OLD SCHOOL CLEANING SERVICES LTD OBLIGATIONS

- 6.1 If your regular cleaner is: sick/ill/on holiday/leaves the company then Old School Cleaning Services Ltd will endeavour to offer you a suitable replacement as quickly and efficiently as possible. If we can't find you a suitable replacement within 2 weeks you can end the contract with no additional costs if you so wish.

- 6.2 Old School Cleaning Services Ltd will arrange suitable cover for your cleaning when your cleaner has notified us of breaks on their service (e.g., planned holiday).
- 6.3 Old School Cleaning Services Ltd try to offer you a replacement cleaner within 48 hours of your original cleaning date/time if your regular cleaner is ill. However, we cannot guarantee this if (a) there is no one in to let the cleaner into the premises; (b) we do not have possession of a key into the premises; (c) there is not a key lockbox fitted to the property to gain entry.
- 6.4 If Old School Cleaning Services Ltd are unable to provide you with a replacement cleaner we will refund part or all (as appropriate to the portion of time not used) of your fee.

7. COMPLAINTS AND CLAIMS

- 7.1 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 client to no refunds or recovery cleanings.
- 7.2 Old School Cleaning Services Ltd may take up to 5 working days to respond to a complaint, as an investigation may have to take place.
- 7.3 Complaints are accepted verbally over the phone or in writing (letter or email). Complaints must be reported on completion or within the following 24 hours.
- 7.4 Key replacement/locksmith fees are paid only if keys are lost by our operatives.
- 7.5 We agree to keep all clients' information confidential.

8. INSURANCE

- 8.1 Old School Cleaning Services Ltd has Public liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of Old School Cleaning Services Ltd, reported within 24 hours of service date.

9. CUSTOMER SATISFACTION

- 9.1 The client understands that they are not entitled to any refunds, except those mentioned in section 6.4
- 9.2 If the client is not completely satisfied with a cleaning job, Old School Cleaning Services Ltd will re-clean any areas and items to client's satisfaction. Therefore, the client must allow the cleaner to return to resolve the situation.
- 9.3 The client must always be present during the recovery clean. Old School Cleaning Services Ltd reserves the right not to return a cleaner more than once.

10. LIABILITY

Old School Cleaning Services Ltd reserves the right not to be liable for:

- 10.1 Completing tasks which are not part of the agreed package
- 10.2 Cleaning jobs not complete due to: (1) a lack of suitable hot water or power; (2) unrealistic expectations on the cleaning tasks to be performed within the time; (3) faulty equipment provided by the client
- 10.3 Third party entering or present at the client's premises during the cleaning process
- 10.4 If the customer has items which need special cleaning methods and special cleaning materials (including detergents), which have not been explained and highlighted to the cleaner.

11. PAYMENT

- 11.1 Old School Cleaning Services Ltd use a bank transfer system. You will receive an email once your confirmation of your designated slot and acceptance of our terms and conditions are received (this document), alongside payment for your initial clean.
- 11.2 Regular payments should be provided on the day of the clean, before your designated slot, either by way of cash at the property or by bank transfer. Payment must be made, at the latest, on the day of your clean, prior to your slot.
- 11.3 Old School Cleaning Services Ltd reserves the right to suspend cleaning services if payment is late.
- 11.4 Where payment by the client is not received by midnight on the day of the clean, Old School Cleaning Services Ltd reserves the right to charge the customer a daily £5 late payment penalty charge and can continue to charge said penalty until such time as the balance is paid in full, to cover administration charges.

12. PETS

- 12.1 We are a pet friendly business and like to use your pet's name during our visit. Please advise if any pets will be in the property during our visit. Please provide the names of your pets and any specific instructions regarding them during our visit, i.e. where to keep them, are they a house pet etc.
- 12.2 If you have pets we request you provide us with a vacuum cleaner while in your home as we have clients who may have allergies. During Covid-19 we advise this is the best practice even if you do not have a pet.
- 12.3 It is your responsibility as the client to ensure that the vacuum cleaner is in full working order prior to our visit. Old School Cleaning Services Ltd take no responsibility should your vacuum cleaner stop working before our visit, or during our visit due to mechanical faults or general wear and tear.

13. CANCELLATION

- 13.1 The client may terminate the cleaning service by giving one month notice (30 days) advanced notice in writing and specifying the last cleaning date.
- 13.2 The client agrees to pay in full the full package fees regardless of one-off cancellations on their behalf.

- 13.3 Old School Cleaning Services Ltd reserves the right to cancel at any time (this is something we would avoid at all costs and would only occur in extreme circumstances, and is very rare)
- 13.4 The client agrees to pay the full price of the cleaning visit in the event of a lock-out caused by our cleaners being turned away; no-one in the premises to let them in; or a problem with the agreed access (key or alarm).
- 13.5 If keys are provided, they must open the lock without any particular effort or skills. In the event of a cancellation of cleaning services, if a key has been entrusted to ourselves, the client must arrange for collection of the key from the director of Old School Cleaning Services Ltd. If the key is not recovered after 6 weeks from the last clean date, then it will be destroyed.
- 13.6 By entering into this service agreement with Old School Cleaning Services Ltd the client agrees that after termination of the cleaning service they will not hire or use any domestic services provided by a present or past cleaner introduced to the client by Old School Cleaning Services Ltd. If the client wishes to hire or use domestic services provided by such a cleaner then they must pay a referral fee of £500.

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