



Cotswold Group Services Ltd – Terms and Conditions for Holiday Let Cleaning & Maintenance Services

Effective Date: 13 January 2025

These Terms and Conditions (“Terms”) govern the provision of cleaning and maintenance services (“Services”) provided by **Cotswold Group Services Ltd** (“the Company”, “we”, “our”, or “us”) to the client (“Client”, “you”, or “your”) for holiday let properties. By booking our Services, you agree to be bound by these Terms.

1. Services Provided

1.1 Scope of Services

The Company provides the following services for holiday let properties:

- General cleaning of the property (including floors, bathrooms, kitchens, and common areas)
- Linen and towel changes
- Restocking of basic amenities (e.g., toilet paper, toiletries, coffee, tea, sugar etc.)
- Post-departure cleaning
- Deep cleaning services (upon request, and carries an additional fee)
- Periodic maintenance cleaning (e.g., window cleaning, exterior cleaning, etc.)
- Property inspections and minor maintenance services (e.g., light bulb changes, plumbing checks, etc.)
- Key holding (if applicable)

1.2 Additional Services

Any services not specified above must be agreed in writing prior to the cleaning date, i.e. hot tub draining, cleaning, refill and chemical check. Additional services may incur extra charges, which will be confirmed with the Client beforehand.

2. Booking and Confirmation

2.1 Booking Procedure

The Client must request a cleaning and/or maintenance service by contacting the Company via phone, email, or the Company website. A booking is not confirmed until the Client receives written confirmation from the Company.



2.2 Service Schedule

The Client must provide the Company with the following details at the time of booking:

- Property address
- Access details (key codes, lockbox information, etc.)
- Any special instructions or requirements (e.g., specific cleaning preferences, pet arrangements, fragile items)

2.3 Booking Changes

Any changes to the agreed service schedule must be communicated to the Company in writing and may be subject to availability and additional charges.

2.4 Guest checkout times

Unless the Company has been previously advised of an agreed later checkout from the property, guests will have a 15 minute lapse from “Normal” Checkout time. After 15 minutes, if the guests still haven’t checked out then an additional fee of £20 will be included in the final bill for that specific clean.

3. Payment Terms

3.1 Pricing

The Company will provide the Client with a detailed quotation for services, which will vary depending on the size and complexity of the property and the type of service requested. All prices will be confirmed in writing prior to service.

3.2 Payment Due Date

Payment for services is due within 5 days of the invoice date, unless otherwise agreed. If payment is not received within this period, the Company reserves the right to charge interest at a rate of 20% of the original clean price per additional week on the outstanding balance.

3.3 Payment Methods

The Client agrees to pay the Company via bank transfer, credit card or debit card. Payments should be made to the account or payment method specified by the Company.

4. Pricing and Charges

4.1 Standard Charges.

Any cleans booked Monday to and including Saturday will be charged at the standard, agreed price.

Cleans required or requested on Sundays will be charged at 1.5 X the standard agreed price.



4.2 Bank Holiday Charges:

4.3 Increased Rates on Bank Holidays:

In recognition of the increased demand and the potential additional costs associated with providing services on public holidays, the Company reserves the right to apply an additional charge for services provided on **Bank Holidays**. The additional charge for cleaning and maintenance services on Bank Holidays will be **charged at 1.5 X** the standard rate.

4.4 List of Bank Holidays:

For reference, the following dates will be considered **Bank Holidays** for the purposes of this Agreement:

- New Year's Day
- Good Friday
- Easter Monday
- Early May Bank Holiday
- Spring Bank Holiday
- Late Summer Bank Holiday

5. Christmas and New Year Charges:

5.1 Increased Rates During the Christmas and New Year Period:

For the period between **December 23rd** and **January 2nd**, which includes the Christmas and New Year holidays, the Company will apply an increased charge for services provided during this time. The additional charge will be **2X** the standard rate for all cleaning and maintenance services booked during this period.

6. Booking and Payment Terms for Bank Holidays and Christmas/New Year Period:

6.1 Advance Booking Requirement:

The Company recommends booking cleaning and/or maintenance services at least **2 weeks** in advance for Bank Holidays and the Christmas/New Year period due to high demand.

7. Changes to Bookings During Holiday Periods:

7.1 Cancellations:

48 hours' notice is required for any cancellation of services booked during any holiday period. If cancellation occurs within this time frame, the Client may be subject to a **50%** charge of the total service cost.

7.2 Rescheduling:

Any requests to reschedule services during the Bank Holiday and Christmas/New Year periods will be



subject to availability and may incur an additional charge based on the increased demand during these times.

8. Cancellations and Amendments

8.1 Cancellation by Client

The Client may cancel or reschedule a service with no penalty if notice is provided at least 3 days before the scheduled service. Cancellations or changes made within 3 days of the scheduled service will incur a cancellation fee of 50% of the total service cost.

8.2 Cancellation by Company

The Company reserves the right to cancel or reschedule a service in case of unforeseen circumstances, such as illness, weather conditions, or emergencies. The Company will notify the Client as soon as possible and offer the option to reschedule or receive a full refund of payments made in advance.

8.3 Failure to Provide Access

If the Client fails to provide the Company with access to the property at the scheduled time (due to a lock-out or failure to provide correct access details), the Company reserves the right to charge the Client the full clean charge for the missed appointment.

9. Client Responsibilities

9.1 Access to Property

The Client is responsible for ensuring that the Company has access to the property on the scheduled service date. This includes providing necessary entry codes, keys, or access instructions. Failure to do so may result in a missed service and additional charges.

9.2 Health and Safety

The Client is responsible for ensuring that the property is safe and secure for cleaning and maintenance staff. The Client must inform the Company in advance of any hazardous materials, special cleaning needs, or any other safety concerns (e.g., pets, fragile items, etc.)

If guests have taken pets with them and fouling/excrement has been left in the property, an additional charge of **£15** will be added to the clean price for removal. If at any stage of the clean, a major health and safety issue is observed in regard to the property, the clean will immediately cease, the agent /owner notified, and any cleaning staff will exit the property. Depending on the circumstances, a full invoice may still be issued for the incomplete clean and an extra clean charge added for the rescheduling of the clean.



9.3 Personal Belongings

The Company is not responsible for the safety or security of personal belongings within the property. The Client is responsible for securing valuable or fragile items before the service.

9.4 Pets

The Client must notify the Company if there are pets at the property. The Client is responsible for ensuring that pets are safely secured during cleaning or maintenance.

10. Liability and Insurance

10.1 Company Liability

The Company is fully insured for public liability. However, the Company's liability for any loss or damage to the property or personal property is limited to the total cost of the services provided. In the event of damage caused by the Company's negligence, the Company will repair or replace the item to the same condition, subject to the insurance policy limits.

10.2 Client Liability

The Client agrees to indemnify the Company against any claims, costs, damages, or losses arising from the Client's failure to disclose hazardous conditions, security issues, or other concerns that may affect the safety of the cleaning or maintenance staff.

11. Service Quality and Complaints

11.1 Quality of Service

The Company will perform the services to the best of its ability and in a professional manner. If the Client is dissatisfied with the quality of the service, the Client must notify the Company within 8 hours after the service, and the Company will attempt to resolve the issue.

11.2 Complaints Procedure

Complaints should be made in writing via email or post. The Company will investigate all complaints and respond within 5 working days. If the complaint is upheld, the Company will offer a resolution, which may include re-cleaning or a partial refund.

12. Privacy and Data Protection

12.1 Data Collection

The Company will collect personal data from the Client for the purpose of providing services, invoicing, and managing customer relationships. The Company will handle all personal data in accordance with the provisions of the **Data Protection Act 2018** and **GDPR**.



12.2 Data Usage

The Company will only use the Client's personal data for legitimate business purposes, such as providing cleaning services, sending invoices, and marketing communications (with the Client's consent). The Client can opt-out of marketing communications at any time.

13. Termination of Agreement

13.1 Termination by the Client

The Client may terminate this agreement at any time by providing 28 days' written notice. The Client agrees to pay for any services rendered up to the date of termination.

13.2 Termination by the Company

The Company may terminate this agreement immediately if the Client fails to comply with these Terms or if the Client engages in unlawful conduct or behaviour that puts the Company's staff or business at risk.

14. Force Majeure

14.1 Force Majeure

Neither party will be liable for failure or delay in performing its obligations under this agreement due to circumstances beyond its reasonable control, including but not limited to, acts of God, war, strikes, pandemics, governmental restrictions, or natural disasters.

15. Governing Law and Jurisdiction

15.1 Governing Law

These Terms and Conditions are governed by the laws of **England and Wales**.

15.2 Jurisdiction

Any disputes arising out of or in connection with these Terms will be subject to the exclusive jurisdiction of the courts of **England and Wales**.

16. Amendments to Terms

16.1 Changes to Terms

The Company reserves the right to amend these Terms at any time. Any changes will be communicated to the Client in writing, and the updated Terms will take effect immediately upon notification.



17. Contact Information

For any queries, complaints, or additional information regarding these Terms and Conditions, please contact the Company at:

Cotswold Group Services Ltd

Address: 17 Natton Close, Pamington, Tewkesbury, GL20 8WG

Phone: 07720 656361

Email: info@cotscleangroup.co.uk

Acknowledgement and Agreement

By booking or using the Company's services, the Client acknowledges that they have read, understood, and agreed to these Terms and Conditions.
