



## Terms and Conditions

### **Estimates and quotations**

Any estimate or quotation that we give you for the provision of the Services is current at the time and will remain open for acceptance for a period of 90 days from its date. Your acceptance can be verbal or in writing. If you wish to accept after the expiry of that period, it may be subject to an additional charge for any changes that have occurred since the estimate or quotation was given.

If following acceptance you terminate this Agreement (for whatever reason) you will be liable to pay us for all work done up to the date of termination and for all goods and materials already purchased or ordered by us for use in the provision of the Services.

Quotes are subject that the property being of the same condition when visited to provide the original quote. Top Down Cleaning Services may charge for any extra work beyond the work involved within the original quote.

### **Service provided**

We will provide you with a cleaning service by our experienced and trained personal.

A Contract is regarded as engaged once we engage in regular cleaning after the first visit.

We as a Company will carry out quality checks on the cleaning team's performance, to uphold an acceptable standard.

The cleaning teams are all employed by Top Down Cleaning Services and are contracted to do cleaning on behalf of the Company.

Client understands that the price he/she has been quoted does not include anything apart from cleaning, labour, and chemicals and equipment.

### **Access**

The Client is requested to arrange a suitable parking space for our vehicles within close proximity of the property and to cover any parking/congestion expenses if applicable.



The Client is responsible for providing Keys to access to the property for the purposes of providing the Services. If on the day of the cleaning the property is inaccessible, or there is any obstruction for the cleaning team to provide the service, full payment is due from the customer.

The cleaning company is NOT responsible for any alarms triggered during a cleaning service visit. The customer MUST provide the cleaning company with full instructions for disabling and/or resetting any alarm systems on the premises.

The Client is responsible to provide free of charge all necessary lighting, hot water and other facilities reasonably required by us to perform the Services.

The Client is responsible to obtain all necessary permissions, licenses and consents that may be required to enable us to perform the Services, the cost of which shall be your sole responsibility.

#### **Insurance**

We are fully insured for public liability and employer's liability.

#### **Equal Opportunities**

Top Down Cleaning Services is an Equal Opportunity Employer. We recruit our employees on the basis of their ability to do the job and aim to ensure that all employees are treated equally regardless of ethnic origin, religion, sex, age, marital status, nationality, sexual orientation or disability.

#### **Complaints**

In the event of you being dissatisfied with the service you have received from Top Down Cleaning Services, you should contact us within 4 days. Top Down Cleaning Services will endeavour to ensure that all your concerns and complaints are resolved quickly and amicably.

#### **Same Cleaning Staff**

We do endeavour to provide the same cleaning staff where appropriate or requested. However, this may not always be possible due to holidays, absences, varying cleaning frequencies & other commitments.

#### **Force majeure**



We shall not be liable for any delay in performing the Services under this Agreement if such delay is caused by circumstances beyond our reasonable control. In such circumstances we shall be entitled to a reasonable extension of time for the performance of the Services. Sometimes we will be unable to do what we have agreed due to something beyond our reasonable control. If this happens, we do not accept any responsibility for what has occurred.

### **Privacy policy**

The Client acknowledges that any information provided by the Client may be used by the Company for the purpose of providing the Service. The Company agrees not to share any information provided by the Client with any third party not directly involved in the provision of the Service (unless required to do so by law).

### **Governing law and jurisdiction**

This Agreement, and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of England and Wales.

We irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this Agreement or its subject matter or formation (including non-contractual disputes or claims).