

## TOP DOWN CLEANING – HOLIDAY LET CLEANING

### TERMS AND CONDITION

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We are committed to providing each customer with a first class, professional service from start to finish. To make sure we can provide this promise we have set out below our terms and conditions, so you can see what you can expect from us when you place an order and what we expect of you in return.

Please ensure to read these terms and conditions so any possible misunderstandings are avoided.

### 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.

#### **\*ESTIMATE**

**Where a written estimate has been supplied to the Customer the total charge to the Client referred to in the estimate may be revised in the following circumstances:**

**If after submission of the estimate it is discovered that further works need to be carried out which were not anticipated when the estimate was prepared.**

**Charge of materials that needs to be supplied by Top Down Cleaning Services to able to carry out the works/maintenance which had not been anticipated when the estimate was prepared.**

**Any estimate is based on the costs of labour, cleaning products and equipment relevant at this date and the Company reserves the right to alter the charges to meet any variations, whether due to increase in wages (controlled by national agreements), cleaning products/materials or increased cost from any other cause outside of the Company reasonable control.**



## **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.

## **LIABILITY**

The Company shall not be liable under any circumstances for any loss, expense, damage, delay, 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:

Its failure to carry out its services as a result of factors that are beyond its control. Factors beyond its control include acts of god, floods, severe weather conditions, and inability to gain access to premises, lack of appropriate resources, such as water, electricity, and lighting;

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Late arrival of Company operatives at the service address. The Company endeavours to be right on time on any visit but sometimes due to transport related and other problems which are beyond the Company's control, the Company operatives may arrive with a delay or the cleaning visit may be re-scheduled.

An existing damage to Clients property in the form of old stains/burns/spillages etc. which cannot be cleaned/removed completely by the cleaning operative using the industry standard cleaning methods;

Non satisfactory result from the service due to the Client or third party walking on wet floors or using appliances during or shortly after the cleaning process;

Top Down Cleaning Services shall not be liable for any damages worth £100.00 or less however we may consider it depending of situation and as sign of good will only.

Top Down Cleaning Services shall not be liable for any odours arising during and/or after cleaning when this is due to factors such as, lack of ventilation, and/or appropriate heating.

Top down Cleaning Services shall not be liable under any circumstances for any loss, expense, damage, delay, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client if the Client has an outstanding balance aged 30 days or more from the date the payment was due.

## **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**

If a homeowner or guest has a problem with the service given by Top Down Cleaning Services after a change-over or domestic clean it must be reported on the day of work, after this time Top Down Cleaning Services cannot accept liability for any problems.

## **CANCELLATIONS**

In the event of a cancellation affecting a change-over service by Top Down Cleaning Services which has been booked with ourselves and not notified within 7 working days the full change-over fee may be chargeable. Please consider that staff and rotas will have already been arranged.

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### **NO OCCUPANCY - CHANGE-OVER BOOKED**

If Top Down Cleaning Services arrives to a property which has been booked for a change-over to find the expected arrivals have cancelled or the owners have decided to clean the property or any other reason and Top Down Cleaning Services have not been notified, the full change-over fee will apply as above.

### **CHANGEOVERS**

If the property is subject to more than one weeks occupancy and no mid-term clean, there will be a charge for the inevitable extra cleaning involved.

### **UNACCEPTABLE CONDITION OF A VACATED PROPERTY**

If a property has been left in an unacceptable condition and extra cleaning is involved there will be an extra charge (this should be recovered from the deposit).

### **SUNDRIES**

For changeover properties, please provide where able a lockable cupboard for cleaning provisions: toilet rolls, dishwasher tablets, j-cloths, etc, if these are not provided for the next guests they will be charged for accordingly.

### **PROPERTIES THAT ALLOW PETS**

When pets have visited the property there will be extra cleaning charge ranging from 15.00 to 35.00 which is normally agreed at the time of the booking request.

### **CALL-OUT CHARGES**

These are normally covered with the maintenance/management charge each month, if you are not on one this service the following charges apply:

Call-out in working hours are £25.00 outside working hours are £35.00, plus time accrued.

Calls outside working hours are chargeable at £15.00 per call.



## **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.

## **PAYMENTS**

Invoices are emailed on the day of the work carried out with payment on receipt of invoice. Top Down Cleaning Services have agreed to provide services at the pre-agreed price all invoices are to be paid on receipt, payments are to be made payable to: Top Down Cleaning Services via bank transfer.

## **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).

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