

TERMS OF BUSINESS

- **CLEANWELL** agrees to perform the work specified by the Client in professional manner using every care to accomplish a satisfactory service. · By ordering CLEANWELL services via telephone, e-mail, fax or website the client is agreeing to be bound by CLEANWELL Terms and Conditions of Service.
- There is no registration or introduction fee for joining CLEANWELL. You only pay our hourly rate.
- It is the agency responsibility to introduce to the clients only reliable and trustworthy cleaners. All the cleaners registered with us and working on our behalf have been fully screened through a personal interview and checking of references and employment history.
- Whilst the Agency takes care in obtaining and checking references and interviewing potential applicants, the Client is strongly advised to satisfy themselves with the suitability of the applicant.
- We do not employ the cleaners. All the cleaners are self-employed and the payment of Tax and NIN as a vetted independent person is their own responsibility.
- CLEANWELL will provide a replacement cleaner if the Client's regular cleaner is not available.
- Our cleaners work any day of the week including Bank Holidays. If your cleaning visit is due on a Bank Holiday and you haven't called or e-mailed to cancel the visit, the regular amount due for that cleaning visit will be charged regardless of whether the cleaner has cleaned your property or not.
- The Client is responsible for providing the tasks list, cleaning materials and equipment when booking a regular or one-off cleaning service. Cleaning equipment must be in full working order. In the case where cleaning materials and equipment are not provided/not in full working order, the result from the cleaning visit may not be successful, CLEANWELL cannot be held responsible and no refund can be claimed by the Client for the job in question.
- CLEANWELL will provide all cleaning materials and equipment on request. Please note that this may be subject to a surcharge.
- The Client must allow the cleaner access to hot water and power.
- All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, items of sentimental value, art and antiques.
- Minimum requirements: **2 hours minimum for regular cleaning – weekly, 3 hours minimum for regular cleaning – fortnightly, 3 hours minimum for one-off and spring cleaning.**
- Payment must be on the day of the cleaning visit unless arranged otherwise. We accept cash or cheque.
- The Client may cancel/skip a cleaning visit by giving **at least 24 hours notice**. Otherwise if not notified on time CLEANWELL will charge the full amount for the cleaning visit and no refund can be claimed.
- The Client may terminate the regular cleaning service by giving one-week notice in writing specifying last cleaning date.
- In case of a complaint, CLEANWELL requires to be notified within 24 hours after completion of the cleaning work. No claims will be entertained after the above time limit. If the Client is dissatisfied with the work, a cleaner must be allowed to return and re-do the job at no extra charge. If the client is dissatisfied again the agency will replace the cleaner and the client will not be charged for the first visit of the new one.

- If, after an offer of Engagement has been made to the cleaner, the Client decides for any reason to withdraw it, the Client shall be liable to pay the Agency a minimum fee of £50.
- Any prospective client who decides to engage a cleaner, having previously rejected that same person when introduced by CLEANWELL, will be liable to pay to the Agency our referral fee - £250.
- By entering under this Terms and Conditions with CLEANWELL, after the termination of the cleaning service providing by CLEANWELL, the Client must not hire or use any home-related services provided by a present or past cleaner introduced to the Client by CLEANWELL. If the Client does wish to hire or use home-related services provided by such a cleaner our referral fee is £250.
- The Client must pay to CLEANWELL any amounts that he/she owes under this Terms and Conditions.
- CLEANWELL reserves the right to cancel the cleaning service with immediate effect due to non-payment. *CLEANWELL reserves the right to make any changes to any part of these terms and conditions.*

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- **Regular domestic cleaning service** The client must pay to CLEANWELL £9 per hour, we require 2 hours minimum per visit (£8.50 per hour for 4+ hours). Payment must be made cash, cheque or Direct Debit on the day of the cleaning visit or at the end of the month upon receipt of a monthly invoice. The Client is charged on a weekly/fortnightly/monthly basis according to the client's request for number of cleaning hours and interval between visits. The Client must supply the tasks list, cleaning materials and equipment. CLEANWELL cannot be held responsible for unsuccessful cleaning visit if the cleaning stuff is not supplied in full working order.
 - **One off cleaning services** The Client must pay to CLEANWELL £11.00 per hour for a one-off cleaning visit, we require 3 hours minimum per visit. Payment must be made by cash or cheque on the day the job is completed. The Client must supply the tasks list, cleaning materials and equipment. CLEANWELL cannot be held responsible for unsuccessful cleaning visit if the cleaning stuff is not supplied in full working order.
 - **Move in/out cleaning** The Client must pay to CLEANWELL £11.00 per hour for a one-off cleaning visit, we require 3 hours minimum per visit. Payment must be made by cash or cheque on the day the job is completed. The Client must supply the tasks list, cleaning materials and equipment. CLEANWELL cannot be held responsible for unsuccessful cleaning visit if the cleaning stuff is not supplied in full working order. Washing up/laundry is not included in Move in/out cleaning. The place must be vacated from all the furniture. As part of this type of cleaning we do: Clean all windows, window frames, sills. Clean all skirting and wash the doors. Wash all sockets and switches. Clean all skirting boards. Clean all kitchen, bedroom, living room and etc. cupboards inside and out. Clean and polish all kitchen, bedroom, living room and etc. surfaces and wooden works. Clean toilets inside and out. Wash the tiles and all basins in the bathrooms. Hoover and mop all floors and stairs. Make sure all the property is dust free.
 - **After builders cleaning** The Client must pay to CLEANWELL £11.00 per hour, we require 3 hours minimum per visit .Payment must be made by cash or cheque on the day the job is completed. For After builders cleaning the client must supply task list. CLEANWELL will provide you with all the cleaning materials and equipment on request or the client must supply all the cleaning stuff. CLEANWELL cannot be held responsible for unsuccessful cleaning visit if the cleaning stuff is not supplied in full working order. Washing up/laundry is not included in Move in/out cleaning. The place must be vacated from all the furniture. We will remove all labels from bathroom, windows, toilets and kitchen. Clean all floors of any

paint and plaster. Clean all windows of any paint and plaster. Clean all windows, window frames, sills. Clean all skirting and wash the doors. Wash all sockets and switches. Spot clean walls and ceilings. Clean all skirting boards. Clean all kitchen, bedroom, living room and etc. cupboards inside and out. Clean and polish all kitchen, bedroom, living room and etc. surfaces and wooden works. Clean toilets inside and out. Wash the tiles and all basins in the bathroom. Hoover and mop all floors and stairs. Make sure all the property is dust free.

- **Office Cleaning** The client must pay to CLEANWELL £9 per hour, we require 2 hours minimum per visit (£8.50 per hour for 4+ hours). Payment must be made by cash or cheque on the day of the cleaning visit or at the end of the month upon receipt of a monthly invoice. The Client is charged on a weekly/fortnightly/monthly basis according to the client's request for number of cleaning hours and interval between visits. The Client must supply the tasks list, cleaning materials and equipment. CLEANWELL cannot be held responsible for unsuccessful cleaning visit if the cleaning stuff is not supplied in full working order.
- **Party help** The client must pay to CLEANWELL £11.00 per hour, we require 2 hours minimum per visit. Payment must be made cash or cheque on the day of the visit.
- **Estate agents** For regular domestic/one off cleaning please see Domestic cleaning. For Move in/out cleaning please see Move in/out cleaning and for After builders cleaning please see After builders cleaning. CLEANWELL offers numerous labourers, painters and decorators, window cleaners, carpenters, tailors, kitchen/bathroom fitters for quick repairs before selling/letting properties. Our experienced staff holds CIS cards and provides all the necessary tools and equipment for their work. It is the client's responsibility for the provisions of the equipment to change in the property, paints and etc. Prices are negotiable.

Clients signature

Date

Clients name

Signed on behalf of the CLEANWELL

Date

Printed name of consultant