

# Terms & Conditions

Update valid from 01/01/2018



perfectmaid  
domestic & commercial cleaning services

*The Client accepts these Terms and Conditions unless s/he contacts the Company before the cleaning session has started.*

## General

PerfectMaid Cleaning Services reserves the right to make changes to any part of these Terms and Conditions without notice.

By order and hiring our services, the client is agreeing to be bound by these Terms and Conditions.

All fragile and breakable items must be well secured or removed.

## Your Obligations / Rates

### REGULAR CLEANING SERVICE

We offer weekly regular cleaning service at the rate of **£11.00 per hour**, on condition that the client engages the cleaner for a minimum of **two hours** per visit.

### REGULAR OFFICE & BUSINESS PREMISES CLEANING SERVICE

We offer regular cleaning service at the rate of **£12.00 per hour**, on condition that the client engages the cleaner for a minimum of **two hours** per visit.

### FORTNIGHTLY & MONTHLY CLEANING

We offer fortnightly & monthly regular cleaning service at the rate of **£11.50 per hour**, on condition that the client engages the cleaner for a minimum of **three hours** per visit.

### ONE OFF CLEANING

We offer one off cleaning service at the rate of **£12.50 per hour**, on condition that the client engages the cleaner for a minimum of **four hours** per visit.

### IRONING

We offer professional and reliable ironing service at your home. Simply you don't need to bring your garments and household items anywhere. Our experienced, highly trained team will handle your ironing at your home with the utmost care and attention to detail. Ironing service is charge at the rate of **£15.00 per hour**. Please make sure that your garments are not too wet or scrunched up as we may have to re-wash or tumble dry your clothes and this will incur an additional charge.

### PROPERTY MAINTENANCE SERVICES

We offer Professional Residential & Commercial Maintenance service (Repair, Install, Grout, Patch & More) at the rate of **£25.00 per hour** on condition that the client engages the handyman for a minimum of **two hours** per visit.

We are providing Maintenance Services for Letting Agencies, Landlords, Care Homes and Home Owners.

All other services as a **Carpet & Upholstery Cleaning** etc. do not require minimum hours per visit but our minimum charge if using a professional carpet cleaning machine is **£59.00 per visit!** We offer carpet cleaning service at the rate of **£2.50 per m<sup>2</sup>** (up to 100m<sup>2</sup>); **£2.00 over 100m<sup>2</sup>**. Upholstery cleaning prices upon request. Other fees (like parking) may be apply. The client is recommended to check the quality of the cleaning work carried out immediately after completion of the work.

## Claims and Complaints

In case of complaint that the client is not satisfied with the standard of work, or find something is missing, something is lost, damaged or broken, he/she must contact the company **no more than 24 hours** after the completion of the service. Unless good reason is given for late notification of any complaint, the company will not consider any complaints which are notified after such period of **24 hours**. No claims will be entertained after the above time limit.

If the customer is not satisfied with the work, a cleaner will return and do the job again at no extra charge. The company will not normally refund any payment if it is not permitted to return to the client's property to complete the job. Dates and times are to be agreed by both parties. All the tasks will be completed within the timeframe so far as is humanly possible taking human error into account.

After **24 hour** period of time PerfectMaid Cleaning Services **does not bear any responsibility** whatsoever for any loss, expanses or damages caused by any act or omission of the introduced cleaner.

## Insurance

PerfectMaid Cleaning Services is insured by full public liability cover. The cleaners have full public liability insurance.

## Equipment and cleaning materials

If the customer provides the equipment or own chemicals and other cleaning materials, **it must be in good working condition and safe for use**. If the customer requires the use of their own cleaning products and chemicals, **he/she must provide full and clear instruction in written form of how and where detergents apply**.

The PerfectMaid Cleaning Services **does not bear any responsibility for any damage** to furniture, property or equipment using cleaning detergents or chemicals provided by the customer.

If the customer wants to be supplied with cleaning equipment or cleaning materials by Perfect Maid Cleaning Services, an additional service charge will be required. We will provide all cleaning material and equipment on request.

The client must allow the cleaner access to water and electrical supply.

The customer understands that the price he/she has been booked or ordered does not include any additional services.

## Carpets

**We will not be responsible** for failing to remove old/permanent stains that cannot be removed using normal carpet cleaning methods. Existing damage will be reported prior to commencing work.

## End of Tenancy Cleaning; Move-in Cleaning

The property **must be vacated**. All existing small and medium-sized objects must be safely packed in boxes, all fragile and breakable items must be removed, the freezer must be defrosted. If the property is not vacated and fully prepared for cleaning, we reserve the right to charge an extra payment fee of **£100**. If the freezer is not defrosted, we reserve the right to charge an extra payment fee of **£20**. The standard End of Tenancy Cleaning Service does not include cleaning of walls, ceilings, curtains, balconies, patios, exterior windows, carpets, upholstery, washing up or laundry. A surcharge will apply should these extra services be required.

## Cancellation

The Client may cancel/re-schedule a service by giving at least **24 hour notice**. We will charge the full price for the planned service or no refund will be offered on any deposit paid in advance, if Perfect Maid Cleaning Services is not notified on time. We reserve the right to charge a cancellation fee of **up to 50% of the quoted or price** for the booked service. The cancellation notice period for contracted regular cleaning is **14 days**.

## Loyalty Agreement

The Customer will not participate, directly or indirectly, in the recruitment or hiring of any PerfectMaid employees/workers or exclusive contractors of the PerfectMaid or its Affiliates, or encourage or induce such individuals to terminate their relationship with the PerfectMaid or its Affiliates, unless expressly authorized in writing by the PerfectMaid to do so.

In the event of breach or threatened breach by Customer of any provision of this Loyalty Agreement, the PerfectMaid reserve the right to terminate all services provided with immediate effect and charge a penalty of **£1000**. The customer agrees to pay the penalty of **£1000** within 7 days of receiving the Service Termination due to breach of Loyalty Agreement and Terms and Conditions.

## Payments

A minimum deposit of 50% of the quoted price may be payable at the time of booking. In the event of such deposit having been paid, the remaining balance should be paid upon completion of the specified work.

The Client must pay for the work performed **within 7 days of receiving the final invoice**.

We reserve the right to charge an extra late payment fee of **5% of the final price** for the provided service **for each subsequent day of late payment until paid**. All cheque payments will be charged **£10 (per cheque)** from January 2018.