

1. Definitions

1.1. In these Terms of Business the following definitions apply:

The Company, We, Us means Home Counties Housekeeping.

Cleaner, Cleaning Operative means the person or firm carrying out cleaning services on behalf of the Company.

Client means person, firm or corporate body for whom a cleaning service is carried out.

Client's Address means the address where the Client has requested the cleaning service to be carried out.

Service means the cleaning services carried out on behalf of the Company.

Cleaning Visit means the visit to the Client's service address by the Cleaner in order to carry out the Service.

1.2. Unless the context requires otherwise, reference to the singular include the plural and references to the masculine include the feminine and vice versa.

1.3. The Headings contained in these Terms are for convenience only and do not affect their interpretation.

2. Contract

2.1. These Terms and Conditions represent a contract between the Company and the Client.

2.2 Both parties shall ensure that their respective responsibilities under this agreement are undertaken in compliance with all statutory regulations and codes of conduct.

2.3. The Client agrees that any use of the Company's services, including placing an order for services by telephone, email or <http://www.homecountieshousekeeping.com> shall constitute the Client's acceptance of these Terms and Conditions and agreement to the contract.

2.4. Unless otherwise agreed in writing by a director of the Company, these Terms and Conditions shall prevail over any other terms of business or purchase conditions put forward by the Client.

2.5. No variation or alteration of these Terms and Conditions shall be valid unless approved in writing by a director of the Company.

3. Payment

3.1. Unless otherwise agreed by the Company the account is rendered for immediate payment on the completion of the work. The Client must make payment either by cash or BACS on completion.

3.2. All payments for regular cleaning visits must be made within 24 hours after the invoice is received. We charge by the hour and where a partial hour is worked a fully hour will be charged. Where one off cleans are booked a non-refundable deposit of £30 is required.

3.3. The client understands that any "late payments" may be subject to additional charges.

3.4. If payment is not made within 30 days of the invoice then the client account will be passed to a collection agency, after which additional charges will apply. The client agrees as part of this contract to pay all reasonable costs in collecting unpaid charges.

3.5. The rates of payment by the Company shall be as agreed between the Company and the Client, or his representative. The Client shall make no reduction or retention from the sum due under any invoice.

4. Cancellation

4.1. The Client can cancel the scheduled service by giving no less than 24 hours prior notice in writing. The Client can terminate the whole cleaning contract by giving no less than 2 weeks cancellation notice in writing.

4.2. There is a cancellation fee of 50% of the service total for cancelling or rescheduling a cleaning visit with less than 24 hours but more than 2 hours' notice.

4.3. The Client must pay the full price of the booked service if:

4.3.1. Our cleaners arrive at the Client's address and are unable to gain access to the Client's home, through no fault of the Company. If keys are provided they must open all locks without any special efforts or skills;

4.3.2. The Client cancels the booked service with less than 2 hours prior notice.

4.4. If the Client needs to change a cleaning day or time, the Company will do its best to accommodate him/her. Any changes to booked services are subject to a 24 hours prior notice and availability.

5. Complaints

5.1. All services shall be deemed to have been carried out to the Client's satisfaction unless notice is received by the Company with details of the complaint within 24 hours of the work being completed. All complaints must be received verbally or in writing by post or email no later than 24 hours after the completion of the service. The Company will fully investigate any complaint and attempt to resolve it to the satisfaction of the Client, or alternatively to a reasonable standard.

5.2. The Client agrees to allow the Company back to re-clean any disputed areas/items before making any attempts to clean those areas/items himself or arranging a third party to carry out cleaning or repair services with regards to the above. Failure to do so will void any Company Guarantee and we will consider the matter fully settled. If payment has not been received in full or has been stopped by the Client, we will immediately refer the account for collection.

6. Claims

6.1. The Client agrees that due to the nature of the service the Company guarantees only to correct any problems reported within 24 hours of the completion of the service.

6.2. The Company may require entry to the location of the claim within 24 hours to correct the problem.

6.3. The Client agrees to inspect the work immediately after its completion and to draw the operatives' attention to any outstanding cleaning issues while they are still on site. The operatives will carry out any such additional work to the Client's complete satisfaction.

6.4. If the Client instructs a third party to inspect the result from the cleaning, then the Company must be notified before completion of the service.

6.5. In case of a third party inspecting or refusing to inspect the result from the cleaning then the Company cannot be held responsible for rectifying any outstanding cleaning issues not mentioned by the third party.

6.6. While the Company operatives make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this specific reason, the Company requests all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and /or not cleaned by the cleaning operatives.

6.7. In case of damage, The Company will repair the item at its cost. If the item cannot be repaired the Company will rectify the problem by crediting the customer with the item's present actual cash value toward a like replacement from a Company's source upon payment of cleaning services rendered. The damage should be reported within 24 hours after completion of the service.

7. Supplementary Terms

7.1. If any estimates of how long it will take the cleaning operatives to do the job required are being provided that is only an estimate based on the average time it takes to clean a home or an office of similar size to the Client's, it being difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required.

7.2. The Client understands that the price he/she has been quoted is not for a "package deal" and does not include anything apart from cleaning. No additional services are included.

7.3. Our cleaners are happy to move furniture. Furniture which has to be moved will be discussed with the client during the consultation to determine what is moved and how.

7.4. All fragile and highly breakable items must be secured or removed.

7.5. The Client shall ensure that all valuables are stored away when work is carried out and that the property is supervised by the Client or his representative at all times during the course of the work. The Company shall not be responsible for the Client's failure to comply with this obligation.

7.6. The Company reserves the right to make changes to any part of these terms and conditions without giving any prior notice. Please check the website <http://www.homecountieshousekeeping.com> for updates.

8. Insurance

8.1. The Company has Public and Employer's liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of the company, reported within 24 hours of service date.

8.2. The Company reserves the right to refuse to disclose any confidential documents.

9. Law

9.1. These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them the client agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom.