

## **Feathers Cleaning Terms & Conditions**



**If payment is not made within 72hrs of the invoice then you will be charged an additional 15%.**

By booking in a clean, either over the phone, email or text/chat message customer has given verbal or written agreement, and is bound to Feathers Cleaning Terms and Conditions.

### **1. SERVICES**

#### **REGULAR DOMESTIC CLEANING**

A - The customer agrees to sign and return the Agreement to Feathers Cleaning prior to the first cleaning visit.

B - The customer and Feathers Cleaning agree to a suitable payment method.

C - Feathers Cleaning reserves the right to suspend cleaning services if payments are missing or if paper work is not returned to us prior to the first cleaning visit.

D - Minimum duration of 1 hour per cleaning visit applies for all domestic cleaning services.

E - Feathers Cleaning can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's house. Please note that duration may vary therefore a degree of flexibility is required. Also, the first clean may take a little longer than the rest of the duration booked.

F - Feathers Cleaning will provide all necessary cleaning materials and tools, unless otherwise agreed.

G - 48 hours' notice is required to give Feathers Cleaning enough time to collect keys.

H - Feathers Cleaning will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.

I - The customer understands that the price quoted over the phone or email does not include anything apart from cleaning and ironing labour.

#### **END OF TENANCY CLEANING**

A - Feathers Cleaning reserves the right to amend the initial quotation, should the client's original requirements change.

B - If collection of keys is required, Feathers Cleaning requires at least 48 hours notice is required to give Feathers Cleaning enough time to collect keys within open/closing times of estate agents/solicitors.

C - Feathers Cleaning will provide all necessary cleaning materials and tools, unless otherwise agreed.

D - No minimum or maximum time, the property will be cleaned thoroughly within one day. Unless otherwise agreed.

E - All tasks carried will agreed by the customer prior to work starting.

F - Feathers Cleaning can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's house. Please note that duration may vary therefore a degree of flexibility is required.

G - The customer is advised that an end of tenancy cleaning may take double the length of time required for a general cleaning. After builders cleaning, or badly neglected homes may take up to three times longer than a well maintained home requiring general cleaning.

### ONE-OFF CLEANING / SPRING CLEANING

- A - Feathers Cleaning reserves the right to amend the initial quotation, should the client's original requirements change.
- B - There is no minimum or maximum time for the Feathers Cleaning to clean the full property, however the property will be cleaned within 1 full day. Unless otherwise agreed.
- C - All tasks carried out will be agreed by the customer prior to work starting.
- D - If any steam cleaning is required please contact Feathers Cleaning to confirm.
- E - Feathers Cleaning provide all cleaning equipment/products.
- F - If collection of keys is required, at least 48 hours' notice is required to give Feathers Cleaning enough time to collect keys.
- G - Feathers Cleaning can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's house. Please note that duration may vary therefore a degree of flexibility is required.

### **2. PAYMENTS**

- A - Feathers Cleaning will invoice the customer monthly on the date of their last clean of the month. Payment is required within 72hrs after the invoice has been received. You will be charged an additional 15% for any payments made after 72hrs has passed.
- B - Payment can be made in cash/card on completion of the service. Cash or Cheque by agreement before clean.
- C - Payment can be made by cheque on completion. Please make the cheque payable to 'Emma Habershon'.
- D - Payment can be made by bank transfer, details provided on the customer's invoice.
- E - The Customer agrees that any outstanding amount owed to Feathers Cleaning can be charged from any details the customer has provided at the time of the booking.
- F - Customer understands that any 'late payments' may be subject to additional charges.
- G - If payment is not made within 7 days all further services by Feathers Cleaning will be suspended.

### **3. COMPLAINTS AND CLAIMS**

- A - The customer accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will entitle customer to no refunds or recovery cleanings.
- B - If the customer is not present on the day of the clean then Feathers Cleaning does not hold any responsibility for an inspection not being carried out.
- C - If the customer has scheduled an inventory check then it must be scheduled to commence no later than 24 hours after the cleaning job has been carried out and photographic evidence must be given.
- D - Feathers Cleaning may take up to 7 working days to respond to a complaint.
- E - Feathers Cleaning will not accept a complaint based on an inventory check report, filed more than 24-hour after the cleaning session.
- F - Complaints are accepted verbally over the phone and in writing (letter or email). Complaints must be reported on completion or in the following 24 hours.
- G - All fragile and highly valuable items must be secured or removed.

H - Key replacement/locksmith fees are paid only if keys are lost by Feathers Cleaning.

I - Feathers Cleaning agrees to keep all customers' information confidential.

J - In case of damage Feathers Cleaning will repair the item at its cost. If the item cannot be repaired Feathers Cleaning will rectify the problem by crediting the customer with the item's present actual cash value.

#### **4. INSURANCE**

A - Feathers Cleaning has Public liability insurance. The policy will cover any accidental damages caused by a member of staff working on behalf of Feathers Cleaning, reported within 24 hours of service date. Policy details are available on request.

B - There is cover up to £2,000,000.

C - Feathers Cleaning reserves the right to refuse to share any of the confidential company's documents.

#### **5. CUSTOMER SATISFACTION**

A - Customer understands that he/she/they is not entitled to any refunds.

B - If the customer is not completely satisfied with a cleaning job, Feathers Cleaning will re-clean any areas and items to customers satisfaction. Therefore, the customer must allow Feathers Cleaning to re-enter the property.

C – The customer must be present at all times during the recovery-clean. Feathers Cleaning reserves the right not to return more than once.

#### **6. LIABILITY**

A - Feathers Cleaning reserves the right not to be liable for:

B - Completing tasks which are not stated on our task list;

C - Cleaning jobs not complete due to no hot water or power;

D - Third party entering or present at the customer's premises during the cleaning process;

E - Wear or discolouring of fabric becoming more visible once dirt has been removed;

F - Failing to remove old/permanent stains that cannot be removed.

G - Existing damage or spillage that cannot be cleaned/removed completely.

H - If the customer has got items which need special cleaning methods and special cleaning detergents, Feathers Cleaning reserves the right to refuse the provision of the cleaning detergents.

#### **7. CANCELLATION**

##### **REGULAR DOMESTIC CLEANING**

A – The customer may cancel or adjust the time of a cleaning visit/s by giving at least 24 hours advanced notice.

B – The customer agrees to pay the full price of a cleaning visit if the customer cancels or changes the date/time less than 24 hours prior to the scheduled appointment.

C – The customer agrees to pay the full price of the cleaning visit in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; or problem with customer's keys.

D - If keys are provided they must open the lock without any special efforts or skills.

E – The customer agrees to pay the full price of one cleaning visit in the case of a termination of a regular clean. Feathers cleaning requires one weeks' notice of termination of service.

F – In the circumstance of Feathers Cleaning having to cancel the clean, Feathers Cleaning will give you no less than 24 hours notice. All efforts will be made to reschedule your clean.

G – Feathers Cleaning will give the customer no less than 2 weeks notice of any scheduled holidays or leave that may interrupt the clean.

H - The customer should give no less than 2 weeks notice of any scheduled holidays or special events that may interrupt the clean.

#### ONE OFF CLEANING:

A - 48 hours' notice is required if customer should either decide to cancel or re-schedule a cleaning appointment.

B - Customer agrees to pay 50% of the quote as a cancellation fee if the customer cancels or changes the date/time less than 48 hours prior to the scheduled appointment.

C - Customer agrees to pay 50% of the quote as a cancellation fee in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; no water or power available at customer's premises (unless you have notified Feathers Cleaning) or problem with customer's keys.

D - If keys are provided they must open the lock without any special efforts or skills. If an initial deposit has been paid to Feathers Cleaning then the customer agrees that deposit funds may be used to cover the cancellation fee. ( a 50% deposit will be taken from all bookings when a clean has been booked in and will not be paid back due to any of the above)

These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them the customer agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom. Feathers Cleaning reserves the right to make any changes to any part of these terms and conditions without giving any prior notice. Should any of the above clauses change all existing customers will be notified. Please check the website for updates.