Terms and Condition

1. Definitions

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

“The Company”, “We”, “Us” - means CleaningIroningCareCom Limited,

Registered in England and Wales, registered address : 9 Linden Place, Station Approach,

East Horsley, Leatherhead, Surrey, KT24 6QB

“Cleaner” - means the person or firm carrying out cleaning services on behalf of the Company.

“Client” - means the person, firm or corporate body together with any subsidiary or associated company as defined by the Companies Act 1985 to whom the cleaning services are supplied by the Company.

“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. 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 Cleaning&Ironing Ltd and the Client.

2.2 The Client agrees that any use of the Company’s services, including placing an order for services by telephone, email, website forms shall constitute the Client’s acceptance of these Terms and Conditions.

2.3 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.

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

3. Cost

3.1. New Clients, who have signed a weekly service contract with the Company, are charged per hour (starting price £20 per hour). Fortnightly customers are charged the same rate per hour. There is a minimum 3 (three) hours per cleaning visit.

3.2. Clients, who have not signed a standard service contract with the Company, are charged per hour (starting price £25 per hour). There is a minimum 3 (three) hours per cleaning visit.

4. VAT

4.1. All shown prices are shown WITHOUT VAT. (If customer is registered as VAT payer)

5. Equipment

5.1. Cleaning materials (detergents, solutions, towels, cloths, gloves) and equipment (vacuum cleaner, iron, ironing board, mop, brush and broom etc.) must be provided by the Client. All equipment must be safe to operate, in full working order and must not require any special skills to be used for the purpose of cleaning.

5.2. If the Client has equipment that is complicated to operate, the Client must provide clear and detailed instructions to the Cleaner.

5.3. If the Client does not have cleaning materials, and Client asks the Company/company operative to purchase said items on their behalf, the Client understands that additional service charge will apply and will be added to the cleaning materials bill.

5.5. A detailed list of cleaning specifications (cleaning tasks) must be provided by the Client to the cleaning operatives prior to service commencing. If only verbal description of the tasks has been provided, the Company shall not be responsible for any tasks not carried out.

6. Payment

6.1 Payment is due once service have been carried out in the form of a bank transfer/standing order or Cash or on Our website's online payment (UK only) payment. We reserve the right to cancel services without notice due to declined credit card transactions or non-cleared funds.

6.2 One off cleaning service requires a deposit of 50% from the agreed charge of this service, payable to the Company by bank transfers/online payment in advance. The remaining

balance must be paid by cash to the cleaning operative before the operative leaves the Client's premises. If no payment has been received at the time of completion of the cleaning service, Client will be in breach of this contract.

6.3 The Client agrees to and understands that paying the outstanding balance by debit/credit card will incur a 2% card processing charge.

6.4 Although greatly appreciated and a powerful way to say 'Thank you', the Client understands that tipping is not required.

7. Refunds

7.1. No refund claims will be entertained once the cleaning service has been carried out.

7.2. Refund will be issued only if the Client has cancelled a cleaning visit within the allowed time (not less than 5 working days) prior to the start of the cleaning session and a payment has been already taken by the Company.

7.3. Refund will be issued if a cleaning operative does not attend a cleaning visit, if payment for which has been already collected by the Company.

8. Cancellation

8.1. There is a £50 cancellation/lock-out fee for canceling or rescheduling a visit with less than 24 hours notice for non-contract Clients. The same fee applies if the cleaning operatives are unable to gain access to the Client's home, through no fault of the Company.

8.2. The contracted Client agrees to pay the full price of the cleaning visit, if:

a) The Client cancels or changes the date/time less than five working days

b) The Client fails to provide access to the service premises thus preventing the Company to carry out the booked work;

c) There is a problem with the Client's keys and the cleaning operatives cannot let themselves in. If keys are provided they must open all locks without any special efforts or skills.

8.3. If the Client needs to change a cleaning day or time the Company will do its best to accommodate them. A minimum five working days notice is required. Please note that the Company cannot guarantee that the same operative will be available on the new day and at the time the Client requires. Any changes in the cleaning schedule are subject to availability.

8.4. The Company's cleaning operatives work on any day of the week including Bank Holidays. If the Client's cleaning visit is due on a Bank Holiday and he hasn't called, or

e-mailed the Company to cancel the five working days prior to the start of the cleaning session, the Client agrees to and understands that the regular amount due for that cleaning visit will be charged regardless of whether the cleaning operative has cleaned the Client's property or not.

9. Termination Of Contract

9.1. The Client may terminate the cleaning contract by giving 30 days prior notice. The Client agrees to have least 2 cleaning visits carried out during the 30 days notice period.

9.2. The Client agrees to pay a cancellation fee of £50 if:

1) No notice is given;

2) The Client provides a termination notice and requires less than 2 cleaning visits.

10. Claims

10.1. The Company's public liability insurance will cover damages caused by a cleaning operative working on behalf of the Company up to £1,000,000.00. Please note washing & ironing is undertaken at the client's own risk.

10.2. The Client agrees that due to the nature of the service the Company guarantees only to correct any problems reported within 24 hours. If a problem occurs on a Saturday it must be reported by Monday 12:00 in order to be accepted as a valid claim. Failure to do so will entitle the Client to nothing. The Company may require entry to the location of the claim within 24 hours to correct the problem. Any refunds or adjustments must be requested to the Company directly and subject to approval by the Company.

10.3. 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 and expensive items (whether monetarily or sentimentally valuable) be stored away and /or not cleaned by the cleaning operatives.

10.4. 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.

10.5. The Company shall not be responsible for damage due to faulty and/or improper installation of any item. All surfaces (i.e., marble, granite, etc.) are assumed sealed and ready to clean without causing harm.

10.6. No claims shall be entertained if the Client has an outstanding balance aged more than 14 days.

10.7.. Any attempt to commit insurance fraud or any use of false information to commit any type of fraud will be prosecuted to the fullest extent of the law together by the Company and the Insurance Provider(s). Monetary compensation as well as legal fees may incur.

10.8. Key replacement/locksmith fees are paid only if keys are lost by our operatives. There is a £30 per location liability limit.

11. Complaints

11.1. All complaints must be received in writing by letter, or email.

11.2. If the Client is unpleased with a currently occurring service, the Company asks that the Client notifies it as soon as he notices anything that might be to his dislike by calling 078 944 672 16. Please do not wait until the service is ending.

11.3. Any complaints or claims must be submitted in writing within 12 hours of service completion.

11.4. Complaints must be supported by clear photographic evidence.

11.5. Failure to comply will result in the service being deemed accepted.

12. Liability

12.1. 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 a 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 operative's may arrive with a delay or the cleaning visit may be re-scheduled.

12.2. 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 : 1. A cleaning job not complete due to the lack of suitable/enough cleaning materials, lack of hot water or electricity, or equipment not in full working order; 2. Third party entering or present at the Client's premises during the cleaning process; 3. An existing damage to Client's property in the form of old stains/burns/spillages etc. which cannot be cleaned/removed completely by the cleaning operative using the Client's cleaning equipment and materials and in accordance with the industry standard cleaning methods as

described in the Company's method statements; 4. Any damages caused by faulty/not in full working order equipment or materials supplied by the Client; 5. Any damages worth £50.00 or less.

12.3. 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 the Company carrying out services for the Client if the Client has an outstanding amount aged 30 days or more from the date the payment was due.

12.4. Protection of Valuables / Liability Disclaimer

Clients are required to securely store all cash, jewelry, and other valuable items prior to the scheduled cleaning. Our staff are strictly instructed not to open drawers, cupboards, or access private storage areas unless specifically instructed to do so for cleaning purposes.

The company will not be held responsible for any loss or alleged theft of money or valuables unless such items were securely stored and their presence was officially documented before the cleaning appointment.

In the event of any claims, we reserve the right to conduct an internal investigation. We may request the involvement of the local police or relevant authorities if necessary. Accusations without clear evidence may be considered defamatory and could result in legal action.

13. Supplementary Terms

13.1. The Company reserves the right to amend the initial quotation, should the Client's original requirements change. Differences in excess of 10% will be discussed with the Client prior to the start of the work.

13.2. If any estimates of how long it will take the cleaning operatives to complete the job are being provided those are only estimates 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 calculate precisely how long such tasks may take and that a degree of flexibility may be required. Please note that one off cleans may take longer to complete due to longer intervals between cleaning sessions, number and type of cleaning tasks required, when compared to the regular maintenance cleaning of the same property.

13.3. The Client understands that the price he has been quoted is not for a "package deal" and does not include anything apart from cleaning labour.

13.4. The Company shall arrange an immediate replacement should an operative cannot attend a scheduled visit, and will inform the Client prior to the visit.

13.5. Post Construction Cleaning (Builders Cleaning), Event Cleaning or badly neglected homes may take up to three times longer than a well maintained home requiring general cleaning. Therefore the Company advises the Client to ask for our specialist cleaning services: Builders Cleaning or Event Cleaning.

13.6. The cleaning operatives are not allowed to hand wash any items of clothing belonging to the Client. The Company advises that our operatives can only use a washing machine for such tasks.

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

13.8. The cleaning operatives are not allowed to use and work with bleach or bleach containing products. The Company advises the Client to avoid supplying such products to the cleaning operatives. The Company shall not be liable under any circumstances for any damages to Client's property caused by bleach/bleach containing products.

13.9. The Company reserves the right to make any changes to any part of these Terms and Conditions without giving any prior notice. The Company may add to or alter these Terms and Conditions from time to time and any alterations or additions will apply to new business but not to existing contracts. Please refer to your copy of these Terms and Conditions.

14. Our Guarantee

14.1 The Company has built its business and reputation by providing its clients with the best possible cleaning service available. Still, the Company realises, that because its operatives are human beings, they sometimes make mistakes. For this reason, the Company offers you a guarantee. If the Client is not satisfied with the cleaning standard of certain areas after the cleaning, the Company's operatives will come back to the Client's home and re-clean those areas free of charge.

15. Referral Credit

15.1. Any Client of the Company will receive a one-time credit of £10.00 for referring another Client. Credit will be issued after new Client has been serviced 4 times.

16. Law

16.1 These Terms are governed by the laws of England and Wales, and are subject to the exclusive jurisdiction of the Courts of England, and Wales.

17. Personal Belongings and Access

17.1. Cleaning Ironing Care provides cleaning services only and does not provide organising, decluttering, or personal property handling services unless expressly agreed in writing in advance.

17.2. The Client is responsible for ensuring that all areas requiring cleaning are reasonably clear and accessible at the time of service.

17.3. Personal belongings left on floors or surfaces will not be moved, rearranged, or handled by the Company's operatives.

17.4. Where areas are obstructed, cleaning will be carried out around such items. No liability is accepted for inaccessible areas.

17.5. Cleaning Ironing Care accepts no responsibility for the organisation, storage, or relocation of personal property.

18. Prepayment Requirement

18.1. Cleaning Ironing Care reserves the right to require full or partial prepayment prior to service.

18.2. Failure to provide required prepayment may result in cancellation without liability.