

# Terms & Conditions

## **1.DEFINITIONS**

In these Terms and Conditions:

- "Housework" describes Clean Houses Services limited cleaning services, including carpet and upholstery cleaning, oven and domestic appliances cleaning.
- "Housework Regular Customer" means a Housework customer who has booked a minimum of four cleans.
- "Housework One-Off Customer" means a Housework customer who has booked between one and three cleans.
- "Booking" means the use of one of our services on one particular occasion.

## **2.APPLICATIONS**

All Bookings for Clean Houses Services limited are made on these Terms and Conditions only to the exclusion of any other terms and conditions, whether written or oral.

No alteration to the Terms and Conditions is valid unless contained in a letter signed on behalf of the company by an authorised signatory.

## **3.PRICING & PAYMENT TERMS**

### **3a. Price Changes**

Existing customers will be given 30 days' notice of any price changes.

### **3b. Payment method**

Housework Regular Clean will only accept payment by online transfer – our bank details will be noted on the invoice sent out to you upon completion of the job or cash given to the cleaners when the job is completed.

### **3c. Payment timing**

Upon completion of the service, an invoice will be sent out to you electronically dated the day of the service completion.

Payment is due 7 days from the invoice date as indicated above (Due Date).

Late payment will be subject to a penalty charge of 8% of net amount plus interest charged at 2.00% above the Bank of England base rate.

Services maybe restricted if balance is not clear by due date quoted on this invoice.

## **4.CANCELLATION /NON DELIVERY OF SERVICES**

### **4a. Customer Cancellation/Non Attendance**

For Housework Clean cancellations within 24hours, 100% of the fee will be charged.

If Clean Houses Services limited are unable to gain access to the property, as a result of customer failure to make reasonable arrangements for access, Clean Houses Services limited will charge the full cancellation fee.

### **4b. Clean Houses Services limited Cancellation/Non Attendance**

Clean Houses Services limited will not be liable for any delay to or cancellation of the services caused by circumstances beyond our control (including but not limited to fire, flood, strike, exceptional traffic circumstances, lack of adequate power or breakage or failure of machinery or apparatus).

In such circumstances Clean Houses Services limited will use its best endeavours to arrange an alternative time suitable to both parties for the performance of its services.

## **5.WORKING CONDITIONS**

### **5a. Health & Safety**

In order to protect our employees, they are instructed not to enter an environment they consider to be unsafe, dangerous to health, or inoperable for any reason, but are instructed to withdraw from the premises and to report the problem.

## **6. Communication**

**Our telephone lines are open from 7am - 7pm Monday to Friday.** Any communication (calls, messages, social media, whatsapp, emails) sent outside of these hours will be responded to during working hours. Any cancellations received after 7pm will not be charged if this adheres to our 24 hour cancellation policy.

## **7.COMPLAINTS**

In the event of you being dissatisfied with the service you have received from Clean Houses Services limited, you should contact our office within 48 hours. Clean Houses Services limited will endeavour to ensure that all your concerns and complaints are resolved quickly and amicably with our Customer Service team.

Clean Houses Services limited will not be liable for any additional costs that may be imposed by a third party.

## **8.COMPENSATION**

**8a. Housework**

Damage to/ Loss of Property. In the event of damage or loss as a result of negligence, the liability of Clean Houses Services limited shall be limited to repair or the replacement cost of the item, taking into account its age and condition.

Clean Houses Services limited shall not in any event be liable for any loss of profit or consequential loss. In case of damage or breakage of the item up to £100 Cleaning Services will not cover the cost.

**8b. Claiming Compensation**

Any claim for compensation must be notified to the Customer Service team as soon as possible and in any event within 4 days of the damage occurring.

Clean Houses Services limited  
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