



## Angels Cleaning Services (Scotland) Ltd – Terms & Conditions

### 1. Definitions

“The Company” - means Angels Cleaning Services (Scotland) Ltd

“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.

### 2. Contract

2.1 These Terms and Conditions form part of a contract between Angels Cleaning Services (Scotland) Ltd and the Client.

### 3. Payment

3.1 The Client must make full payment IN ADVANCE of any cleaning being carried out. This means either a cash payment directly to the Cleaner at the START of the shift or payment via Direct Debit to be received the business day BEFORE cleaning. The Company does not accept cheques or provide credit.

### 4. Cleaning Materials

4.1 Cleaning materials such as cloths and cleaning sprays are provided by the Company. If the Client wants their own solutions or cloths used they must be safe to use and for general cleaning purposes only. The Cleaner will use the Client's vacuum cleaner and this must be safe to use/operate, fully charged, emptied regularly and in full working order. It must not require any special skills to be used for the purpose of cleaning.

4.2 If the Client has equipment that is complicated to operate, the Client must provide clear and detailed instructions to any Cleaners who attend.

4.3 The Company will not be liable to cover the cost of any general wear and tear of Client vacuum cleaners or any other equipment.

### 5. Priority Lists

5.1 If the Client has booked less cleaning time than recommended by the Company they must leave a list of priorities for the Cleaner. This means that the Cleaner can tick off top to bottom the tasks they have been able to do within the allotted time. This also means that the Client's most important tasks are done first and foremost.

5.2 The Client should reassess the cleaning time and frequency regularly to ensure the Cleaner has enough time to complete all tasks required. The Client should contact the office if any further tasks require to be added onto their job description. The Client must contact the office if more time is required for occasional Spring Cleaning tasks.

### 6. Refunds

6.1 Refunds will be issued if the Client has cancelled a cleaning visit within the allowed time (24 hours) prior to the start of the cleaning session and a payment has been already received by the Company.

6.2 Refund will be issued if a Cleaner does not attend a cleaning visit, payment for which has been already received by the Company.

6.3 In the unlikely event that the Client is dissatisfied with any aspect of the Clean carried out they are advised to notify the Company within 24 hours and allow the Company to rectify it. Company policy is to rectify any areas of cleaning that the Client is unhappy with.

### 7. Cancellation of Cleaning Services

7.1 The Client agrees to pay the full price of the cleaning visit if: a) The Client cancels or changes the date/time less than 24 hours prior to the scheduled appointment; 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 Cleaner cannot let themselves in. If keys are provided they must open all locks without any special efforts or skills.

7.2 If the Client needs to change a cleaning day or time the Company will do its best to accommodate them. A minimum of 24 hours' 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.

- 7.3 The Company's cleaning operatives work on any day of the week including Bank Holidays. If the Client does not require cleaning on such dates then 24 hours notice is required .

## **8. Termination**

- 8.1 The Client may terminate this contract by giving 24 hours prior notice by telephone or email.  
8.2 The Client will incur a cancellation fee equivalent to one regular clean if: 1) No notice is given; 2) The Client provides a termination of notice less than 24 hours. In any event the Client should give as much notice as possible as this gives the Company time to arrange alternative work for the Cleaner.

## **9. Claims**

- 9.1 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.  
9.2 The Client should report any problems within 24 hours which will enable the Company the opportunity to rectify. If a problem occurs on a Saturday, the Client should report on the Monday by 12.00pm. The Company may require entry to the location within 24 hours in order to rectify. While the Cleaners 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 sentimental valuable) be stored away and/or not cleaned by the cleaning operatives.  
9.3 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 Client with the item's present actual cash value toward a like replacement. 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. Fixtures and fittings are also assumed to be sturdy, stable and suitable for cleaning.  
9.4 Clients are advised that the Company will pass on information to the relevant bodies in the unlikely event that any insurance fraud is suspected.

## **10. Complaints**

- 10.1 All complaints are taken seriously. If the Client is not happy with any aspect of the service they should inform the Company as soon as possible and give the Company the chance to rectify. The Client's custom is highly important and the Company strives to provide the best possible ongoing service.  
10.2 If the Client is displeased with a currently occurring service, the Company asks that the Client notifies the office as soon as possible. Please do not wait until the service is ending. The Company will make every effort to provide the best possible cleaning service to the Client including reallocation to another cleaner.

## **11. Liability**

- 11.1 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.  
11.2 The Company shall not be held liable for – 1. A cleaning job not complete due to the lack of hot water or electricity 2. The Cleaning process being prevented due to a Third party entering or present at the Client's premises during the cleaning process, 3. Any existing damage to Clients property in the form of old stains/burns/spillages etc. which cannot be cleaned/removed completely by the cleaning operative, 4. A cleaning job not completed due to non disclosure of true condition at time of booking.

## **12. Supplementary Terms**

- 12.1 If the Client requests keys to be collected by the Company's operatives from a third party's address then a £5.00 charge will apply. The charge will cover only the pick-up of keys. If said keys need to be returned back to the third party's address or any other address additional charge of £5.00 will apply. The keys must be located locally.  
12.2 The Company reserves the right to re-evaluate rates at any time should the clients initial list of tasks change.  
12.3 The Company reserves the right to amend the initial quotation, should the Client's original requirements change.  
12.4 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 compare to the regular maintenance cleaning of the same property.  
12.5 The price quoted may vary according to condition of property and room sizes etc.  
12.6 The Company shall endeavour to arrange a replacement Cleaner if their regular Cleaner cannot attend a scheduled visit, and will inform the Client prior to the visit.  
12.7 The Company does not carry out post construction cleaning (builders cleaning), event cleaning or the cleaning of badly neglected homes. Therefore the Company advises the client to ask to be referred to a specialist cleaning service in these instances.  
12.8 The Cleaners are not allowed to hand wash any items of clothing belonging to the Client. The Company advises that Cleaners can only use a washing machine for such tasks.  
12.9 All fragile and highly breakable items must be secured or removed by the Client prior to cleaning.

## **13. 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 a guarantee. If the Client is not satisfied with any areas that have been cleaned, the Cleaner will come back to the Client's home and re-clean those areas free of charge. Please note that this guarantee will not apply if the condition of the property prior to cleaning was not as described.