

## **Temple Cleaning Company Limited** **(TCCL) Terms & Conditions**

By placing an order either over the phone, fax, e mail or web site, customer has verbal or written agreement, and is bound to TCCL Terms and Conditions

### **SERVICES**

#### **REGULAR DOMESTIC CLEANING**

- 1) The customer agrees to sign and return the Contract and set up debit prior to the first cleaning visit.
- 2) The customer agrees to pay the monthly fee via Direct Debit instruction
- 3) TCCL reserves the right to suspend cleaning services if weekly/monthly payments are missing or if paper work is not returned to TCCL prior to the first cleaning visit
- 4) Minimum duration of 2 hours per cleaning visit applies for all domestic cleaning services.
- 5) The sales advisors 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.
- 6) Customer agrees to provide a task list and all necessary cleaning detergents and equipment for the required work, unless other arrangements have been made with TCCL. All cleaning equipment should be safe and in full working order.
- 7) If the customer does not have cleaning detergents and asks TCCL to purchase requested items on their behalf, customer understands that an applicable charge may be assessed.
- 8) If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £15 (excl. VAT).
- 9) Monthly payment will be refunded only if customer does not require cleaning services for more than 4 consecutive weeks.
- 10) TCCL will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.
- 11) The customer understands that the price quoted over the phone or email does not include anything apart from cleaning labour.

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

- 12) TCCL reserves the right to amend the initial quotation, should the client's original requirements change.
- 13) 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, After Party Cleaning or

Badly neglected homes may take up to three times longer than a well maintained home requiring general cleaning.

## PAYMENTS

- 14) Payment is requested on completion on the day of the cleaning session.
- 15) Payment can be made in cash on completion of the service
- 16) Payment can be made by cheque on completion, please make the cheque payable to 'Temple Cleaning Company Limited'. If paying by cheque, a cheque guarantee card is required and the customer will be responsible for all bank and legal charges resulting from a dishonored cheque.
- 17) Customer understands that any 'late payments' may be subject to additional charges.
- 18) If payment is not made after 30 days of invoice then the account will be passed to our collections agency, after which a charge of 15% plus Vat on top of the initial invoice due, will be added to the debt. You agree as part of this contract to pay this sum which represents our reasonable costs in collecting the unpaid amounts.

## COMPLAINTS AND CLAIMS

- 19) 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.
- 20) TCCL requires the presence of the customer or his/hers representative in the beginning and at the end of the cleaning session as an inspection can be carried out and if any corrections, should be made on the same day.
- 21) 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.
- 22) TCCL may take up to 7 working days to respond to a complaint.
- 23) TCCL will not accept a complaint based on an Inventory check report, filed more than 24-hour after the cleaning session.
- 24) Complaints are accepted verbally over the phone and in writing (letter, e mail or Fax). Complaints must be reported on completion or in the following 24-hour.
- 25) All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, jewellery, items of sentimental value (the customer will be credited with the items present cash value), art and antiques.
- 26) Key replacement/locksmith fees are paid only if keys are lost by our operatives. There is a £30 per household liability limit.
- 27) TCCL agrees to keep all customers\* information confidential.
- 28) In case of damage TCCL will repair the item at its cost. If the item cannot be repaired TCCL will rectify the problem by crediting the customer with the item's present actual cash value toward a like replacement from a TCCL source upon payment of cleaning services rendered.

## INSURANCE

- 29) TCCL has a Public and Employer's liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of TCCL, reported within 24 hours of service date.

- 30) There is £250 excess on any claim, of which £100 are paid by customer and £150 by TCCL.
- 31) TCCL reserves the right to refuse to share any of the confidential company's documents.

## CUSTOMER SATISFACTION

- 32) Customer understands that he/she is not entitled to any refunds.
- 33) If the customer is not completely satisfied with a cleaning job, TCCL will re-clean any areas and items to customer's satisfaction. Therefore customer must allow the cleaner to be returned.
- 34) Customer must be present at all times during the recovery-clean. TCCL reserves the right not to return a cleaner more than once.

## LIABILITY

- 35) TCCL reserves the right not to be liable for:
  - a. Completing tasks which are not stated on our task list;
  - b. Cleaning jobs not complete due to the lack of suitable cleaning detergents and/or equipment in full working order, hot water or power;
  - c. Third party entering or present at the customer's premises during the cleaning process;
  - d. Wear or discolouring of fabric becoming more visible once dirt has been removed;
  - e. Existing damage or spillage that cannot be cleaned/removed completely using provided by the customer cleaning detergents and equipment
  - f. Any damages caused by a faulty or not in full working order detergents/equipment supplied by the customer.
  - g. If the customer has got items which need special cleaning methods and special cleaning detergents, TCCL reserves the right to refuse the provision of the cleaning detergents.
  - h. TCCL will advise the client to provide the specific cleaning detergents and to pass cleaning instructions to the staff when placing the order or give instruction to the present cleaner;

## CANCELLATION

### REGULAR DOMESTIC CLEANING

- 36) Customer may cancel or adjust the time of a cleaning visit/s by giving at least 24 hours advanced notice.
- 37) 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.
- 38) 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.
- 39) If keys are provided they must open the lock without any special efforts or skills.

- 40) Customer agrees to pay the full price of one cleaning visit in case of a termination of the service if the customer has given less than one week advanced notice.
- 41) Customer may terminate the cleaning service by giving thirty calendar days (30 days) advanced notice in writing(also via email) and specifying the last cleaning date and give reason.

#### AFTER CANCELLATION OF THE CLEANING SERVICE

- 42) By entering into a service agreement with TCCL, the customer agrees that after the termination of the cleaning service he/she will not hire or use any domestic services provided by a present or past cleaner introduced to the customer by TCCL. If the customer wishes to hire or use domestic services provided by such a cleaner then he/she must pay a referral fee of £400.

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. TCCL 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.