

WALKS AND HOMES CLEANING SERVICES AGREEMENT

This Domestic Cleaning Services Agreement ("Agreement") sets out the terms on which **Walks and Homes Cleaning Services** ("we", "us" or "our") will provide domestic cleaning services to **The Client** ("The Client" "you" or "your").

By booking or accepting our services, The Client agrees to be bound by these terms.

1. OUR SERVICES

Walks and Homes Cleaning Services provides domestic cleaning services, including:

Regular Cleaning

Regular cleaning can be arranged on a:

- Weekly basis
- Fortnightly basis
- Monthly basis

One-Off Deep Cleaning

Our Deep Cleaning service is a detailed, top-to-bottom clean of the agreed areas of The Client's property.

Additional Cleaning Tasks

- Ironing
- Deep Fridge Clean

2. BOOKING AND ACCEPTANCE

A booking becomes confirmed when:

1. When the quote is provided, both parties agreed the date and time of the service
2. Any deposit required for the booking has been received.

For Regular Cleaning, no deposit is required.

For Deep Cleaning bookings, a **£50 deposit** is required to secure the appointment unless otherwise agreed in writing.

The contract is between Walks and Homes Cleaning Services and The Client making the booking. In case you are booking on behalf of another person, you confirm that you have their authority to do so.

3. QUOTATIONS AND PRICES

Any price initially quoted is based on the information provided by the client, the size, condition and requirements of the property.

Prices for additional services or extras will be confirmed before they are carried out.

4. PAYMENT

Payment is due on the day the cleaning service is completed unless we have agreed different payment terms with you in writing.

Payment may be made by:

- Bank transfer
- Cash

Regular clients may choose to arrange a standing order for recurring services.

Where an amount remains unpaid after it becomes due, we may request payment and may seek recovery of reasonable costs and interest where permitted by law.

5. DEEP CLEANING DEPOSIT

A **£50 deposit** is required to reserve a Deep Cleaning appointment.

The deposit will be credited against the final price of the Deep Cleaning service.

If you cancel 48 hours in advance, the deposit will be refunded or transferred to another mutually agreed appointment.

In case The Client cancels on the day of the service, half of the deposit will be retained to cover losses and costs that we have incurred as a result of the cancellation, to the extent permitted by law.

If we cancel the appointment without offering a reasonable alternative date, any deposit paid for that appointment will be refunded.

6. CANCELLATION AND RESCHEDULING

We ask to provide at least **24 hours' notice** if The Client or The Cleaner needs to cancel or move an appointment apart from an emergency.

7. STATUTORY 14-DAY CANCELLATION RIGHT

Where the law provides you with a statutory cancellation right, including where the Agreement is entered into as a distance or off-premises contract, you may have a **14-day cancellation period**.

This right does not necessarily apply to every booking. Its application depends on how and where the contract was entered into and the circumstances of the service.

Where applicable, we will provide the information required by law regarding your cancellation rights.

If you ask us to begin providing services before the end of any applicable cancellation period, you expressly request that the service begins during that period.

Where permitted by law, if you subsequently exercise a statutory cancellation right after the service has started, you may be required to pay a proportionate amount for the service already supplied up to the point of cancellation.

Where the service has been fully performed following your express request and acknowledgement of the consequences, any statutory right to cancel may cease where permitted by law.

8. CLEANING SERVICES TERMINATION

Regular cleaning services continue on the agreed recurring basis until either party gives notice to end the arrangement.

Unless otherwise agreed:

Weekly service: 2 weeks' notice.

Fortnightly service: 4 weeks' notice.

Where a service is terminated, any cleaning appointments falling within the applicable notice period remain payable unless otherwise agreed.

Walks and Homes Cleaning Services may terminate the service immediately where there are serious or repeated problems, including:

- Unsafe working conditions;
- Repeated non-payment or late payment;
- Threatening, abusive or inappropriate behaviour;
- Serious breach of these terms; or
- Any other circumstances where continuing the service would reasonably place our staff, clients or property at risk.

9. WALKS AND HOMES CLEANING SERVICES RESPONSIBILITIES

Walks and Homes Cleaning Services will provide the agreed cleaning service with great care and attention to the details.

We will make sure our cleaners arrive within the agreed time window and complete the agreed work.

Cleaning times may vary depending on the condition and size of the property, the amount of work required and circumstances outside our reasonable control.

10. THE CLIENT'S RESPONSIBILITIES

- Provide safe and reasonable access to the property;
- Provide accurate information about the property and cleaning requirements;
- Inform us about existing damage, defects or fragile items;
- Inform us of any known hazards or risks;
- Keep pets appropriately secured during the cleaning visit where necessary;
- Inform us of any areas that should not be entered or cleaned; and
- Ensure that the property is reasonably accessible for the agreed cleaning work.
- Where you require us to use particular products, you must inform us before the service begins and provide suitable products where necessary.

The Client should remove or securely store valuable, fragile or personal items before the cleaners arrive.

11. ACCESS TO THE PROPERTY

The Client must ensure that the cleaner can gain access to the property at the agreed time.

Keys may be:

- Handed to us by prior arrangement;
- Left in an agreed secure location; or
- Provided using another access method agreed in advance.

If our team arrives at the agreed appointment time but cannot gain access, we will make efforts to contact you.

Where access cannot be provided within 10 minutes, the appointment may be treated as a missed appointment, and fees will be still due, unless an emergency.

12. PARKING, TOLLS AND ACCESS CHARGES

You are responsible for reasonable parking charges, tolls, congestion charges or other unavoidable access costs incurred while providing your cleaning service, where these have been communicated or are reasonably foreseeable.

Where possible, we will inform you of any such charges in advance.

13. PETS

The client is responsible for ensuring that pets do not create a risk to our cleaners.

Where necessary, pets must be secured in a separate room, crate or other safe area while cleaning is taking place.

The allocated cleaner may refuse to enter or continue working at a property where an animal presents a risk of injury or prevents the service from being carried out safely.

14. CLEANING SERVICES LIMITATIONS

Walks and Homes Cleaning Services does not provide specialist cleaning services such as:

- Biohazard cleaning;
- Hazardous substance removal;
- Pest infestation treatment;
- Specialist mould remediation;
- Heavy structural cleaning;
- Removal of dangerous or contaminated materials.
- Window cleaning
- Deep oven cleaning
- Washing dishes

If a property requires specialist treatment, we may recommend that an appropriately qualified specialist is contacted.

We reserve the right to decline any cleaning task that we believe could cause injury, damage or an unacceptable health and safety risk.

15. HEAVY OR UNSAFE ITEMS

For safety reasons, our cleaners are not permitted to move heavy furniture or other heavy objects. We will clean accessible areas around such items where reasonably possible.

Furniture, fixtures or other items that are visibly damaged, unstable or unsafe may not be cleaned where doing so could result in injury or further damage.

We will inform you where this affects the service.

16. HEIGHT AND ACCESSIBILITY TO CERTAIN AREAS

Our cleaners will not undertake work requiring access equipment higher than a **2-step stepladder**. The Cleaner will not climb onto hard surface furniture, worktops, windowsills or other unsuitable surfaces.

Where an area cannot safely be reached using permitted equipment, it may remain uncleaned. **(unless agreed otherwise with the cleaner in particular and the cleaner feels comfortable with it)**

17. BLINDS, FRAGILE ITEMS AND SPECIALIST SURFACES

Blinds, fixtures and other items that appear damaged, unstable, faulty or particularly fragile may be excluded from cleaning where cleaning could cause damage.

Specialist, delicate or valuable surfaces should be identified by the client before cleaning begins.

Where specific cleaning products or methods are required, these must be communicated to us in advance.

18. PRE-EXISTING DAMAGES

The client must inform Walks and Homes Cleaning Services of any existing damage, defects, cracks, stains, deterioration, instability or other relevant condition before cleaning begins.

Walks and Homes Cleaning Services may photograph existing damage for record-keeping purposes.

We are not responsible for damage that existed before our arrival or for deterioration that becomes apparent during cleaning due to the existing condition of an item or surface.

Walks and Homes Cleaning Services Team will take an exceptional care when cleaning fragile or delicate items but cannot guarantee against damage where the item is already weakened, defective, unstable or unusually fragile.

19. VALUABLES AND PERSONAL POSSESSIONS

Clients should secure cash, jewellery, documents and other valuable or highly personal possessions before cleaning begins.

Walks and Homes Cleaning Services cannot accept responsibility for loss or damage to valuables that have been left unsecured where the loss or damage was not caused by our negligence or breach of contract.

20. DAMAGE OR BREAKAGES

In case a cleaner causes accidental damage to your property, you should notify Walks and Homes Cleaning Services as soon as possible.

We will investigate the circumstances and, where appropriate, arrange a remedy in accordance with our legal obligations and insurance arrangements.

The client should not arrange repairs or replacement at the expense of Walks and Homes Cleaning Services without first contacting us.

21. SATISFACTION AND COMPLAINTS

Walks and Homes Cleaning Services aim to provide a consistent high standard of service.

In case if The Client is dissatisfied with any aspect of the cleaning, please contact Walks and Homes Cleaning Services as soon as possible and preferably on the same day of the service.

This allows us a fair opportunity to investigate the concern while the circumstances remain clear and, where appropriate, offer a remedy.

Walks and Homes Cleaning Services will consider complaints made after the day of service, but the ability to investigate or rectify an issue may be affected by the time that has passed.

Walks and Homes Cleaning Services will consider complaints fairly and in good faith.

In case the dispute cannot be resolved directly, either party may use any applicable legal or alternative dispute resolution process available to them.

22. HEALTH AND SAFETY

The Client must make Walks and Homes Cleaning Services aware before the service begins about any known health and safety risks at the property.

This includes:

- Hazardous substances;
- Any infectious illnesses;
- Unsafe areas;
- Aggressive animals;
- Structural problems;
- Dangerous electrical equipment;
- Slippery or unstable surfaces;
- Pest infestations; or
- Any other conditions that could put our cleaners at risk.

Walks and Homes Cleaning Services reserves the right to suspend or refuse a service where we believe that continuing would create a serious health or safety risk.

23. SERVICE INTERRUPTIONS AND UNFORESEEN EVENTS

Walks and Homes Cleaning Services and its Team cannot be responsible for delays or failure to provide a service where this results from circumstances outside of our control.

This may include severe weather, transport disruption, emergencies, illness, unexpected staff shortages, utility failures or other events that could not have been prevented.

Where this occurs, Walks and Homes Cleaning Services will make every effort to notify The Client and arrange an alternative appointment.

24. PRIVACY AND PERSONAL INFORMATION

Walks and Homes Cleaning Services will use The Client's personal information only for legitimate business purposes, including arranging appointments, communicating with The Client, processing payments, maintaining records and dealing with complaints.

Personal information will be handled in accordance with applicable UK data protection legislation and our Privacy Policy.

We will not disclose your personal information to third parties except where there is a lawful basis to do so.

25. CHANGES TO SERVICES OR TERMS

Walks and Homes Cleaning Services may update these Terms and Conditions from time to time where necessary, including to reflect changes in the law, our services or business practices.

For existing ongoing clients, we will provide reasonable notice of any material changes.

26. GOVERNING LAW

This Agreement is governed by the law of **England and Wales**, unless mandatory applicable law provides otherwise.

The courts of England and Wales will have jurisdiction in relation to disputes, subject to any mandatory consumer rights regarding jurisdiction.

27. THE CLIENT'S DETAILS

The Client's name: _____

Property address: _____

Email: _____

Telephone: _____

Cleaning service: _____

Agreed frequency: _____

Agreed price: £_____

Deep Cleaning deposit (if applicable): £50

Preferred payment method: _____

SPECIAL REQUIREMENTS / ADDITIONAL AGREEMENTS

THE CLIENT'S ACCEPTANCE

"I confirm that I have read and understood the Walks and Homes Cleaning Services Agreement and agree to the terms applicable to the cleaning services I have booked."

"I confirm that the information I have provided about the property and its condition is accurate to the best of my knowledge."

Client name: _____

Signature: _____

Date: _____

Walks and Homes Cleaning Services representative: _____

Signature: _____

Date: _____