

## TERMS & CONDITIONS



If you are not completely happy with our service, then please tell us within 24 hours in order that we may come and inspect and remedy the situation. We guarantee the quality of our cleaning.

### The Teams

All our teams are fully trained. Our cleaning staff usually work singularly or in teams of two, but we reserve the right to work in teams of 3 if required. All our staff are fully vetted and insured. They are our contracted employees so you have no worries over national insurance, PAYE and Employers Liability Insurance. Staff adhere to a non-smoking policy whilst on your premises. Our training and working practices are designed to ensure that we comply with all applicable health and safety regulations.

### About our Bespoke Service

Our 'standard' clean will involve a thorough de-cobweb, the dusting of all horizontal surfaces, wall pictures and mirrors, skirting boards, door frames, light fittings, socket tops and ornaments. Each room is vacuumed with small furniture moved, however larger items such as sofas' will only be moved when there are two people available to safely lift them. Where appropriate floors will be mopped. Any waste paper bins will be emptied. Bathroom ceramics are thoroughly cleaned, shower screens washed and tiles washed. Kitchen surfaces are thoroughly cleaned, sinks cleaned, and cooker tops wiped.

Our 'thorough' clean involves all of the above, plus the cleaning of insides of windows, wood work washed down, cupboard fronts cleaned, marks cleaned from walls, white goods cleaned down, limescale removed from taps and bathroom ceramics where possible, brass and silverware polished, books/cd's removed and cleaned and insides of kitchen cupboards wiped.

Certain tasks, such as the pulling out of beds and sofas (where appropriate) and the wiping down of certain tiled areas, can be completed on a rota basis. Please advise if you require any rota items completing on a clean. We can plan your service so that we do specific tasks. We can do all the cleaning or provide a more 'housekeeping' role such as washing, change bedding, general tidying, ironing etc. (we cannot provide a full guarantee for ironing services.) We also offer a carpet cleaning service, but results depend on what stains are there and how long they have been there. We therefore cannot provide a full guarantee for this service. We cannot do 100% wool carpets.

We are happy to work with you in prioritising the areas we clean, so that you get the maximum benefit from our time and services. We provide all the cleaning equipment and supplies apart from a vacuum cleaner, so please supply any necessary items like vacuum bags etc. We will arrive on any agreed date, but the times may vary as jobs preceding may overrun, please bear with us - we will try to be with you within half an hour of the time quoted. Bookings are made by the 'maid-hour' and therefore we cannot guarantee completion of the clean. We charge strictly by the hour for each maid, a 'maid-hour' e.g. a typical 4-maid hour clean would generally be completed by 2 staff for a 2 hour duration. Our minimum service period is 2 'maid hours'. Bookings can be made for the minimum period plus increments of ½ 'maid hours' thereafter.

### Security

Again, all our staff are vetted and supervised. We operate a key safe system where keys are signed out and back in. We can operate a password system if required. We are insured to protect your home and our staff.

### Customer Care

We want to keep in regular contact with you in order to ensure that you get the best possible service from Maid2Measure Limited. Please feel free to contact us by telephone, email or through our website. Bleach and abrasive products are only used at the customer's request and risk. If you have a personal preference for certain cleaning products i.e Eco-friendly ranges, then we are happy to use your products and adhere to your ethics/methodology. Again, if you are not completely happy with our service, then please tell us within 24 hours in order that we may come and inspect and remedy the situation.

## Our Charges

Regular customers are invoiced at the end of the month and we expect payment within 14 days either by cheque, debit or credit card, standing order or direct bank transfer. For one-off cleans we take payment by Debit or Credit card in advance. Please note all accounts beyond our credit terms will be passed to our debt collection agency. All accounts without exception will be subject to a surcharge of 15% plus Vat to cover our costs of recovery. These accounts will also be subject to any legal costs incurred in obtaining settlement.

## Special Circumstances

Special requests for additional services should be made 2 days before a service day. This ensures that these can be provided. However, we may be able to accommodate these on the service day if you leave a note. If your scheduled service day falls on a public holiday, then this clean will be rescheduled for the same week and you will be advised of the rescheduled date. We will treat your home with the greatest of care. Please inform us of any items that are irreplaceable, so that we can make special arrangements for care.

## Your Obligations

To provide a safe working environment for our staff, e.g. safe electrical appliances, securely fixed wardrobes, cupboards, shelves etc. To pay promptly for all cleaning hours provided. During the period of this agreement and for a period of 12 months after the termination of this agreement, the client will not employ any staff that have been employed by Maid2Measure Limited. Maid2Measure Limited reserves the right to claim any damages, loss of earnings, recruitment costs, training costs and any court costs where appropriate, subject to a minimum of £250. Please ensure that access is provided, otherwise we are obliged to charge you. We can devote more of our time in providing you with the best of our professional services should you spend a few moments tidying before we arrive.

## Cancellations

Please contact us, giving us at least 5 full working days' notice if you do not want a particular clean or are on holiday. Cancellations for individual cleans require 5 full working days' notice in order to re-schedule our team and avoid having to charge you. Our cancellation charges are dependent upon the notice given and are as follows; Outside 5 full working days; nil, 4-3 working days 33%, 2 working days 50%, 1 working day 75%, Same day 100%. After we have provided 2 months service, we will require a notice period for the permanent cancellation of the service of 4 weeks.

## Insurance

We are fully insured for public liability, employer's liability, consequential loss of keys and for the item we are working upon. Our accidental damage insurance is subject to an excess of £250. We do not provide cover for accidental damage for the first £250 of any loss. Please make your own insurance arrangements for this. All our teams are fully trained and endeavour to treat your home and possessions with the greatest care.

## Same Teams

We do endeavour to provide the same cleaning team where appropriate or requested. However this may not always be possible due to holidays, absences, varying cleaning frequencies & other commitments.

## Privacy Policy

Data Protection Act By signing these Terms you consent to us obtaining (whether from you or from others), holding and using personal data about you in connection with the business of domestic cleaning services as specified above and overleaf for so long as may be reasonably required for our legitimate purposes. We will use that information for communicating with you. We may also provide that information to third parties with a legitimate reason to receive it in connection with your dealings (e.g. transferee of our business) with us or to such third parties as required by you or the law, whether within or outside the European Economic area.

I have read and agree to these terms and conditions;

**Customer Signature** .....

**Print Name** .....

**Dated** .....

**Maid2Measure Limited,**

**113 The Old Common, Bussage, Stroud. Gloucestershire. GL6 8NH Company Registration Number 7508732.**