



**Squaddie Cleaning Services**  
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## Squaddie Cleaning Services Limited Terms & Conditions

**Definition within the document: “Customer”/”Client”** – the person responsible for access to the property and settlement of the invoice.

By placing an order in person, over the phone or by email, customers are bound to the following 'Squaddie Cleaning Services Limited' Terms and Conditions:

### SERVICES

By placing an order over the phone and by email customers are bound to the following 'Squaddie Cleaning Services Limited' Terms and Conditions:

#### 1. REGULAR DOMESTIC AND COMMERCIAL (OFFICE) CLEANING

**1.1:** 'Squaddie Cleaning Services Limited' domestic cleaning fees are payable by the client on the day of the clean by Cash or Card payment. Long-term Domestic and Commercial cleaning fees are payable within 7 days (Domestic) / 30 days (Commercial) of being invoiced, to the nominated Squaddie Cleaning Services Limited bank account.

**1.2:** 'Squaddie Cleaning Services Limited' reserves the right to suspend cleaning services if payments are missing within the agreed payable days of being invoiced, as mentioned above.

**1.3:** Squaddie Cleaning Services Limited can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's property. Please note that the cleaner may discuss a variation on the planned duration if, in practise, it appears to be required.

**1.4:** Squaddie Cleaning Services Limited agrees to provide all cleaning detergents and equipment (vacuum cleaner, mop, bucket and portable ladder) required to carry out the service, unless other arrangements have been made with 'Squaddie Cleaning Services Limited'. Any cleaning equipment provided by the customer, should be safe and in full working order.



**1.5:** If collection of keys is required from a location outside the postal code area charges may apply.

**1.6:** 'Squaddie Cleaning Services Limited' will not be held responsible for any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.

**1.7:** There is no minimum contract length for Regular Cleaning Services. Customers must cancel any cleaning service requested no less than 24 hours notice.

**1.8:** All the cleaners registered with us and working on our behalf have been fully screened through a personal interview and checking of references and employment history, and are security checked (Disclosure & Barring Service).

**1.9:** As at 07/05/2020 Squaddie Cleaning Services Limited do not employ contract cleaners.

**1.10:** The Customer must allow the cleaner access to hot water and power.

**1.11:** By entering under this Terms and Conditions with 'Squaddie Cleaning Services Limited', after the termination of the cleaning service providing by 'Squaddie Cleaning Services Limited', the Client must not hire or use any home-related services provided by a present or past cleaner introduced to the Client by 'Squaddie Cleaning Services Limited'. If the Client does wish to hire or use home-related services provided by such a cleaner our referral fee is £250.

**1.12:** In case of a complaint, 'Squaddie Cleaning Services Limited' requires to be notified within 12 hours after completion of the cleaning work.

**1.13:** All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, items of sentimental value, art and antiques.

**1.14:** The insurance policy is subject to a number of further terms and conditions available from the 'Squaddie Cleaning Services Limited'. Any damage caused by bleach is not covered. 'Squaddie Cleaning Services Limited' will not arrange for the insurance referred to if the 'Squaddie Cleaning Services Limited' fee has not been paid by the Client in accordance with terms and conditions of this agreement. An insurance taken out by the Client may void the



insurance policy to in this clause in which even and loss will only be recoverable under the policy of the Client.

## **2. END OF TENANCY CLEANING / SPRING CLEANING / MOVE IN & OUT CLEANING / PROFESSIONAL CLEAN / AFTER PARTY CLEAN**

**2.0:** 'Squaddie Cleaning Services Limited' reserves the right to amend the initial quotation, should the client's original requirements change.

**2.1:** If collection of keys is required from a location outside the local area, a transport fee will apply.

**2.2:** The Client must allow the cleaner access to hot water and power.

**2.3:** 'Squaddie Cleaning Services Limited' will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.

**2.4:** 'Squaddie Cleaning Services Limited' will provide all cleaning detergents and equipment (vacuum cleaner, mop, bucket and portable ladder) required to carry out the service, unless the customer want to supply their own

**2.5:** Squaddie Cleaning Services Limited 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.

**2.6:** All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, items of sentimental value, art and antiques.

**2.7** In case of a complaint, 'Squaddie Cleaning Services Limited' requires to be notified within 12 hours after completion of the cleaning work.

## **3. AFTER BUILDERS CLEANING**

**3.1:** 'Squaddie Cleaning Services Limited' reserves the right to amend the initial quotation, should the client's original requirements change.



**3.2:** If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £10 charge will apply.

**3.3** The Client must allow the cleaner access to hot water and power.

**3.4:** 'Squaddie Cleaning Services Limited' will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.

**3.5:** 'Squaddie Cleaning Services Limited' will provide all cleaning detergents and equipment (vacuum cleaner, mop, bucket and portable ladder) required to carry out the service.

**3.6:** Squaddie Cleaning Services Limited 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.

**3.7:** All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, items of sentimental value, art and antiques.

#### **4. ONE-OFF GENERAL CLEANING**

**4.1:** Squaddie Cleaning Services Limited 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.

**4.2:** Squaddie Cleaning Services Limited will provide all cleaning detergents and equipment (vacuum cleaner, mop, bucket and portable ladder) required to carry out the service, unless other arrangements have been made with 'Squaddie Cleaning Services Limited. Any cleaning equipment provided by customer, should be safe and in full working order.

**4.3:** If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £10 charge will apply.

**4.4:** 'Squaddie Cleaning Services Limited' will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.



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**4.5:** All the cleaners registered with us and working on our behalf have been fully screened through a personal interview and checking of references and employment history, and are security checked (Disclosure & Barring Service).

**4.6:** The Client must allow the cleaner access to hot water and power.

**4.7:** By entering under this Terms and Conditions with 'Squaddie Cleaning Services Limited', after the termination of the cleaning service providing by 'Squaddie Cleaning Services Limited', the Client must not hire or use any home-related services provided by a present or past cleaner introduced to the Client by 'Squaddie Cleaning Services Limited'. If the Client does wish to hire or use home-related services provided by such a cleaner our referral fee is £250.

**4.8:** In case of a complaint, 'Squaddie Cleaning Services Limited' requires to be notified within 12 hours after completion of the cleaning work. No claims will be entertained after the above time limit.

**4.9:** All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, items of sentimental value, art and antiques.

**4.10:** The insurance policy is subject to a number of further terms and conditions available from the 'Squaddie Cleaning Services Limited'. Any damage caused by bleach is not covered. 'Squaddie Cleaning Services Limited' will not arrange for the insurance referred to if the 'Squaddie Cleaning Services Limited' fee has not been paid by the Client in accordance with terms and conditions of this agreement. An insurance taken out by the Client may void the insurance policy to in this clause in which even and loss will only be recoverable under the policy of the Client.

## **5. PAYMENTS**

**5.1:** Unless otherwise agreed, payment is requested on completion on the day of the cleaning session.

**5.2:** Payment can be made in cash or by card payment on completion of the service.

**5.3:** Payment can be made by electronic banking or PayPal on completion:



**5.3.1** Domestic cleaning payment must be made within 7 days of Invoice. Cheque payments are not accepted.

**5.3.2** Commercial contract cleaning payments are 30 days of Invoice.

**5.4:** If payment is not made after 7 days of invoice (Domestic Cleaning) / 37 days of Invoice (Commercial Cleaning) then the account will be passed to our collections agency, after which a charge of 15% 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.

## **6. COMPLAINTS & CLAIMS**

**6.1:** The customer accepts and understands that poor service, breakage/damage or theft must be reported within 12 hours from the service date. Failure to do so will entitle customer to no refunds or recovery cleanings.

**6.2:** 'Squaddie Cleaning Services Limited' may require 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.

**6.3:** 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.

**6.4:** 'Squaddie Cleaning Services Limited' may take up to 7 working days to respond to a complaint.

**6.5:** 'Squaddie Cleaning Services Limited' will not accept a complaint based on an Inventory check report, filed more than 24-hour after the cleaning session.

**6.6:** Complaints are accepted verbally over the phone and in writing (letter or email). Complaints must be reported on completion or in the following 12-hours.

**6.7:** 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.



**6.8:** Key replacement/locksmith fees are paid only if keys are lost by our operatives. There is a £30 per household liability limit.

**6.9:** 'Squaddie Cleaning Services Limited' agrees to keep all customers' information confidential.

**6.10:** In case of damage 'Squaddie Cleaning Services Limited' will repair the item at its cost. If the item cannot be repaired 'Squaddie Cleaning Services Limited' will rectify the problem by crediting the customer with the item's present actual cash value toward a like replacement from a 'Squaddie Cleaning Services Limited's source upon payment of cleaning services rendered.

## **7. INSURANCE**

**7.1:** 'Squaddie Cleaning Services Limited' has Public liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of 'Squaddie Cleaning Services Limited', reported within 24 hours of service date.

**7.2:** 'Squaddie Cleaning Services Limited' reserves the right to refuse to share any of the confidential company documents.

## **8. CUSTOMER SATISFACTION**

**8.1:** Customer understands that he/she is not entitled to any refunds.

**8.2:** If the customer is not completely satisfied with a cleaning job, 'Squaddie Cleaning Services Limited' will re-clean any areas and items to customer's satisfaction. Therefore, customer must allow the cleaner to return.

**8.3:** Customer may be present at all times during the recovery-clean. 'Squaddie Cleaning Services Limited' reserves the right not to return a cleaner more than once.

## **9. LIABILITY**

**9.1:** 'Squaddie Cleaning Services Limited' reserves the right not to be liable for:



**9.1.1:** Completing tasks which have not been agreed in advance.

**9.1.2:** Cleaning jobs not complete due to the lack of suitable cleaning detergents and/or equipment in full working order, hot water or power.

**9.1.3:** Third party entering or present at the customer's premises during the cleaning process.

**9.1.4:** Wear or discolouring of fabric becoming more visible once dirt has been removed.

**9.1.5:** Failing to remove old/permanent stains that cannot be removed using standard carpet cleaning methods.

**9.1.6:** Existing damage or spillage that cannot be cleaned/removed completely using provided by the customer cleaning detergents and equipment or standard carpet cleaning equipment.

**9.1.7:** Any damages caused by a faulty or not in full working order detergents/equipment supplied by the customer.

**9.1.8:** If the customer has items which need special cleaning methods and special cleaning detergents, 'Squaddie Cleaning Services Limited' reserves the right to refuse the provision of the cleaning detergents.

**9.2:** 'Squaddie Cleaning Services Limited' will advise the client to provide the specific cleaning detergents and to pass cleaning instructions to the sales advisors when placing the order or give instruction to the present cleaner.

## **10. CANCELLATIONS**

### **10.1 REGULAR DOMESTIC CLEANING**

**10.2:** Customer may cancel or adjust the time of a cleaning visit/s by giving at least 24 hours advanced notice.





**10.3:** 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.

**10.4:** 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.

**10.5:** Customer may terminate the cleaning service by giving 24 hours advanced notice in writing (email or text acceptable) and specifying the last cleaning date and give reason.

#### **10.6 END OF TENANCY CLEANING/ SPRING CLEANING / AFTER PARTY CLEAN/COMMERCIAL CLEANING**

**10.7:** 24 hours notice is required if customer should either decide to cancel or re-schedule a cleaning appointment.

#### **10.8 AFTER BUILDERS CLEANING**

**10.9:** 24 hours notice is required if customer should either decide to cancel or re-schedule a cleaning appointment.

#### **10.10 ONE OFF GENERAL CLEANING**

**10.11:** 24 hours notice is required if customer should either decide to cancel or re-schedule a cleaning appointment.

### **11. AFTER CANCELLATION OF THE CLEANING SERVICE**

**11.1:** By entering into a service agreement with 'Squaddie Cleaning Services Limited', 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 'Squaddie Cleaning Services Limited'. If the customer wishes to hire or use domestic services provided by such a cleaner then he/she must pay a referral fee of £250.

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. 'Squaddie Cleaning Services Limited' reserves the



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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. Please check this website for updates.