

The Really Useful Cleaning Company Terms & Conditions

This Services Agreement is between The Really Useful Cleaning Company (“Service Provider”) and the Client named in the relevant quotation, proposal or service schedule.

1. Definitions and Interpretation

1.1 In these Terms and Conditions, unless the context requires otherwise:

“Agreement” means these Terms and Conditions together with the applicable quotation, proposal, service schedule, booking confirmation and any written variations agreed between the parties.

“Additional Charges” means any charges payable in addition to the agreed service price, including additional cleaning, additional time, emergency attendance, materials, consumables, specialist services, contractor costs, additional visits, delivery or collection charges and other services requested or reasonably required outside the agreed scope.

“Business Day” means any day other than a Saturday, Sunday or public holiday in England.

“Client” means the person, partnership, company, organisation or other entity identified in the relevant quotation, proposal, invoice or service schedule as the customer receiving the Services.

“Commercial Premises” means any business, office, workplace, retail premises, hospitality premises, communal building, holiday accommodation, managed property or other premises used for commercial, business or organisational purposes.

“Contractor” means any independent third-party contractor, tradesperson, specialist, supplier or other service provider engaged by the Service Provider or the Client in connection with the Property or Services.

“Cleaning Services” means domestic cleaning, commercial cleaning, holiday-let changeovers, deep cleaning, end-of-tenancy cleaning, one-off cleaning, after-builders cleaning, professional carpet cleaning and any other cleaning service expressly agreed between the parties.

“Confidential Information” means information relating to either party which is confidential in nature or which a reasonable person would understand to be confidential, including business information, access information, security information, personal information, financial information and information relating to the Client's customers, guests, staff or Property.

“Consumables” means items used or supplied in connection with the Services which are consumed or require regular replacement, including cleaning products, toilet paper, paper towels, bin liners, hand soap, laundry products and other agreed supplies.

“Domestic Cleaning” means cleaning Services provided at a private residential property for the purposes of maintaining the cleanliness and general presentation of the property.

“Guest” means any guest, occupier, visitor, tenant or other person staying at, occupying or visiting a Property.

“Management Fee” means the recurring fee payable for agreed property management and concierge Services.

“Property” means the property or properties identified in the relevant quotation, proposal, service schedule or booking confirmation, including any associated grounds or external areas where these are expressly included within the Services.

“Quotation” means the written quotation, proposal or price confirmation issued by the Service Provider setting out the Services, scope, price and any relevant assumptions or conditions.

“Service Provider” means The Really Useful Cleaning Company.

“Services” means the cleaning, laundry, linen hire, property management, concierge and any other services agreed between the parties.

“Service Schedule” means any written schedule, specification, cleaning checklist, frequency schedule or other document setting out the Services to be provided.

“Specialist Services” means services requiring specialist knowledge, equipment, qualifications or processes, including specialist stain removal, mould treatment, biohazard cleaning, high-level cleaning, specialist floor treatment, specialist carpet or upholstery cleaning and other services not ordinarily included within standard Cleaning Services.

“Working Hours” means the normal operating hours agreed between the parties for the provision of the Services. Where no specific hours have been agreed, Services will normally be carried out during the Service Provider's standard operating hours.

1.2 References to the singular include the plural and references to the plural include the singular.

1.3 References to any gender include all genders.

1.4 References to a person include an individual, company, partnership, organisation, association, trust, body corporate, public authority or other legal or non-legal entity.

1.5 References to legislation include that legislation as amended, extended, replaced or re-enacted from time to time, together with any regulations, statutory instruments or subordinate legislation made under it.

1.6 References to “including”, “includes” or “in particular” shall not be interpreted as limiting the general meaning of the words that precede them.

1.7 References to “written” or “in writing” include email, electronic communication and other agreed electronic methods of communication.

1.8 Headings are included for convenience only and do not affect the interpretation of these Terms and Conditions.

1.9 Where there is a conflict between these Terms and Conditions and a specific Quotation or Service Schedule, the specific Quotation or Service Schedule will prevail only in relation to the particular service, price, scope or term that it expressly addresses.

1.10 Where a Quotation or Service Schedule refers to a cleaning frequency, number of visits, number of rooms, areas, hours, tasks or other specification, that information forms part of the agreed scope of the Services.

1.11 The Service Provider is entitled to rely on information supplied by the Client when preparing a Quotation. Where information supplied by the Client is incomplete or inaccurate, the Service Provider may review the scope and price in accordance with these Terms and Conditions.

1.12 Where a term is used in a Quotation, Service Schedule or other written agreement but is not specifically defined in these Terms and Conditions, it shall be interpreted according to its ordinary meaning and in the context of the Services being provided.

1.13 Nothing in these definitions or interpretation provisions creates an obligation on the Service Provider to provide a service unless that service has been expressly agreed as part of the Services.

2. Appointment and Scope of Services

The Client appoints the Service Provider to provide the Services agreed in the quotation, proposal or service schedule.

Cleaning services may include domestic cleaning, commercial cleaning, holiday-let changeovers, deep cleaning, end-of-tenancy cleaning, one-off cleaning, after-builders cleaning and professional carpet cleaning.

Laundry services may include washing, drying, folding and handling of owners' laundry, guest laundry, holiday-let laundry and towels, together with agreed collection and delivery services and linen hire.

Property management and concierge services may include guest communication, pre-stay support, pre-arrival checks, guest support, emergency response, contractor coordination, access arrangements, property inspections, vacant-period checks, post-storm checks, owner-stay support, compliance management, reporting and other agreed concierge services.

3. Quotations and Variations

Quotations are based on information supplied by the Client and, where applicable, the Service Provider's assessment of the Property.

The Service Provider may review the price if the actual condition, size, use, occupancy, level of soiling, laundry volume or other circumstances materially differ from those on which the quotation was based.

Fixed prices assume reasonable access, normal working conditions and the scope stated in the quotation. Additional work may be charged separately.

Variations to the Services may be agreed by email, text message or other written communication.

4. General Client Responsibilities

The Client must provide accurate information about the Property, its condition, access arrangements, relevant risks, special requirements and any known defects.

The Client must provide safe and reasonable access to the Property and ensure that utilities required for the Services are available.

The Client must inform the Service Provider of any fragile, valuable, specialist or particularly delicate items and provide appropriate instructions where necessary.

5. Cleaning Services

5.1 Cleaning Services will be carried out in accordance with the scope, specification, frequency and price set out in the applicable quotation, proposal or service schedule.

5.2 The Service Provider will use reasonable care, appropriate cleaning products and suitable cleaning methods for the surfaces, materials and areas included within the agreed scope.

5.3 The Service Provider does not guarantee the complete removal of every stain, mark, odour, deposit or other imperfection. Results may be affected by the age, condition,

material, previous treatment, level of soiling, wear and tear and general condition of the Property or premises.

5.4 The Service Provider will not be responsible for pre-existing damage, deterioration, defects, staining, discolouration, ingrained dirt, limescale, mould, odours or other conditions that cannot reasonably be removed through the agreed cleaning service.

5.5 Fixed-price cleaning quotations are based on the information provided by the Client and, where applicable, the Service Provider's assessment of the Property or premises. Prices assume reasonable access, normal working conditions and a level of cleanliness and soiling reasonably consistent with the information provided.

5.6 Where the actual condition, size, use, occupancy, level of soiling, contents or requirements of the Property or premises materially differ from those on which the quotation was based, the Service Provider may revise the price or charge for additional time and work.

5.7 Areas that are excessively soiled, cluttered, obstructed or outside the agreed scope may require additional time and may incur additional charges.

5.8 Unless specifically included in the quotation, the following are outside the standard cleaning service and may be charged separately:

- Removal of excessive rubbish, waste or personal belongings
- Removal of builders' materials or construction waste
- Removal of paint, plaster, cement, adhesive, sealant or other building residues
- Specialist stain removal
- Mould remediation or specialist treatment
- Pest-related cleaning
- Biohazard, bodily-fluid or contaminated waste cleaning
- Specialist cleaning requiring additional equipment or specialist contractors
- External window cleaning
- Carpet, upholstery or other specialist cleaning
- Internal oven cleaning
- Cleaning inside cupboards, wardrobes, appliances or other enclosed areas where not included in the agreed scope
- Moving heavy furniture, appliances or other objects

- Removal or disposal of items belonging to the Client, occupants, guests or other third parties
- Any other work not specifically included in the quotation or service schedule.

5.9 The Service Provider does not clean inside ovens unless this is specifically agreed in writing as part of the quotation or service.

5.10 Furniture and other movable items may only be moved where it is reasonably safe to do so and where the item can be moved without specialist equipment or an unreasonable risk of damage or injury. The Service Provider will not move heavy, unsafe, fragile or valuable items unless specifically agreed in advance.

5.11 Where the Service Provider considers that additional cleaning is required beyond the agreed scope, it may notify the Client and, where reasonably practicable, obtain approval before carrying out the additional work. Where immediate action is reasonably necessary and prior approval cannot reasonably be obtained, additional charges may apply.

5.12 Where cleaning is charged by the hour, the time charged may include reasonable preparation, setting up equipment, moving between areas within the premises, putting equipment away and cleaning equipment following completion of the Services.

5.13 The Client must provide reasonable and safe access to all areas included within the agreed scope. Areas that cannot be accessed at the agreed time may not be cleaned and may still be chargeable where the Service Provider has attended specifically to carry out the booked service.

5.14 If the Service Provider cannot gain access to the Property or premises at the agreed time due to incorrect keys, access codes, locked doors, security systems, occupants or any other reason outside the Service Provider's control, the booked service may still be chargeable.

5.15 The Client must ensure that suitable electricity, water, lighting and other utilities reasonably required to carry out the Services are available unless otherwise agreed.

5.16 The Client must inform the Service Provider of any known hazards, defects, fragile surfaces, specialist materials, previous treatments, chemical sensitivities, security arrangements or other circumstances that may affect the safe provision of the Services.

5.17 The Service Provider may use its own cleaning products and equipment where appropriate. Where the Client requires specific products, equipment or procedures to be used, these must be agreed in advance.

5.18 Where the Client supplies cleaning products, consumables or equipment, the Service Provider will use reasonable care but is not responsible for poor results,

damage or other consequences arising from products or equipment that are unsuitable, defective, incorrectly labelled or improperly maintained.

5.19 The Service Provider is not responsible for damage resulting from defective, incorrectly installed, poorly maintained or unsuitable surfaces, fixtures, fittings, appliances, equipment or materials.

5.20 Cleaning does not constitute maintenance, repair, servicing, pest control, waste management, specialist hygiene treatment or building inspection unless expressly included in the agreed Services.

5.21 The Service Provider may refuse or suspend work where it reasonably considers that the Property, premises, equipment, materials, waste, animals, occupants or circumstances present a health and safety risk.

5.22 The Client must disclose known hazards and provide safe access to the Property or premises. The Service Provider will take reasonable precautions when carrying out the Services.

5.23 Cleaning personnel are not responsible for providing care, supervision or security for children, animals, guests, occupants or other persons at the Property or premises.

5.24 Animals should be secured where the Client considers that their presence may create a safety risk, interfere with the Services or prevent access to areas requiring cleaning.

5.25 The Service Provider may use employees, self-employed personnel, subcontractors or other suitably competent persons to provide Cleaning Services and may make reasonable substitutions where required due to sickness, holidays, staffing requirements, equipment failure or other circumstances.

5.26 Where the Service Provider identifies apparent damage, defects, leaks, electrical issues, unsafe conditions or other maintenance concerns during cleaning, it may notify the Client or nominated contact. Identifying or reporting an issue does not constitute a specialist inspection, survey or professional assessment.

Commercial Cleaning

5.27 Commercial Cleaning Services will be carried out in accordance with the agreed quotation, cleaning specification, frequency and service schedule.

5.28 The Client is responsible for ensuring that commercial premises are reasonably suitable for cleaning and that the Service Provider is provided with safe and appropriate access during the agreed cleaning times.

5.29 The Client must provide the Service Provider with relevant information regarding the premises, including known hazards, restricted areas, alarm procedures, access

arrangements, emergency procedures and any specific health and safety requirements that apply to the site.

5.30 Where the Client requires the Service Provider to comply with site-specific health and safety procedures, risk assessments, induction requirements, access procedures or other policies, these must be provided to the Service Provider before the Services commence.

5.31 Unless specifically agreed otherwise, the Client remains responsible for the general security, maintenance and safe condition of the commercial premises.

5.32 The Client must ensure that staff, customers, contractors and other persons using the premises do not prevent or materially interfere with the Cleaning Services.

5.33 Where areas are occupied, obstructed or inaccessible when the Service Provider attends, the Service Provider will make reasonable efforts to clean around such items but will not be responsible for areas that cannot reasonably be accessed.

5.34 The Client is responsible for removing or securing confidential documents, cash, valuable items, sensitive materials and other items that should not be accessed by cleaning personnel.

5.35 Unless specifically agreed otherwise, the Service Provider is not responsible for handling cash, financial records, confidential paperwork, medication, hazardous substances, personal data or other sensitive materials found on the premises.

5.36 The Client must identify any hazardous substances, chemicals, machinery, equipment or other workplace hazards that cleaning personnel may encounter.

5.37 Cleaning personnel will not be required to operate machinery, equipment or systems belonging to the Client unless specifically agreed and it is reasonably safe and appropriate for them to do so.

5.38 Cleaning personnel will not be required to handle needles, sharps, bodily fluids, clinical waste, hazardous chemicals, asbestos-containing materials, uncontrolled biological contamination or other hazardous materials unless the Service Provider has specifically agreed to provide an appropriately qualified specialist service.

5.39 The Client must ensure that waste presented for removal as part of the Cleaning Services is suitable for normal waste handling. Hazardous, clinical, chemical, electrical or other specially regulated waste is excluded unless specifically agreed.

5.40 Toilets, kitchens, staff areas, communal areas and other facilities will be cleaned only to the extent specified in the quotation or cleaning schedule.

5.41 Restocking of toilet paper, hand soap, paper towels, bin liners, cleaning products or other consumables is not included unless specifically agreed. Where the Service Provider supplies consumables, the relevant cost may be charged separately.

5.42 High-level cleaning, work at height, external cleaning, window cleaning, carpet cleaning, upholstery cleaning, machine scrubbing, floor restoration, specialist sanitation and other specialist services are excluded unless specifically included in the quotation.

5.43 Where specialist equipment, access equipment, additional personnel or additional time is required to complete work safely, the Service Provider may charge an additional amount.

5.44 Commercial cleaning schedules may be adjusted where reasonably necessary due to changes in the use, occupancy, condition or requirements of the premises.

5.45 Where the Client requests additional cleaning, additional visits, emergency attendance or a temporary increase in cleaning frequency, these will be charged at the applicable rate unless otherwise agreed in writing.

5.46 The Service Provider may review the agreed commercial cleaning price where the premises, cleaning requirements, frequency, operating hours, floor area, occupancy or level of soiling materially changes.

5.47 Where the Client requires cleaning outside the agreed operating hours, including evenings, weekends or public holidays, additional charges may apply.

5.48 The Service Provider will aim to provide a consistent standard of cleaning in accordance with the agreed specification. However, cleaning is a service performed in a working environment and results may be affected by the condition, use and occupation of the premises.

5.49 If the Client considers that the Cleaning Services have not been carried out in accordance with the agreed specification, the Client should notify the Service Provider promptly and provide reasonable details of the issue. The Service Provider will be given a reasonable opportunity to inspect the issue and, where appropriate, return to rectify the affected area.

5.50 Where the Service Provider accepts that a cleaning service has not been provided in accordance with the agreed scope, it may, where reasonably practicable, offer a return visit, correction or other appropriate remedy.

5.51 A request for additional work or a different standard than that originally agreed does not constitute a service failure and may be charged separately.

5.52 The Service Provider's commitment to rectify genuine cleaning issues does not extend to guaranteeing a particular visual result where the underlying condition of the surface, material or item prevents that result from reasonably being achieved.

5.53 Any complaint or service issue should be raised as soon as reasonably possible and, where practicable, within 24 hours of completion of the relevant Cleaning Services, so that the Service Provider has a reasonable opportunity to investigate and, where appropriate, put matters right.

6. Laundry Services

Laundry items must be reasonably suitable for commercial laundering and properly labelled where appropriate.

The Service Provider is not responsible for pre-existing damage, age-related deterioration, weak or damaged fabric, incorrect care labels, shrinkage, colour running, previous treatment, hidden defects or items unsuitable for commercial laundering.

Reasonable care will be taken with all laundry. However, the Service Provider is not responsible for damage arising from defects or characteristics of the item that were not reasonably apparent before laundering.

Laundry turnaround times may be affected by equipment failure, utility interruptions, exceptional volumes, staffing issues or circumstances outside the Service Provider's reasonable control.

Valuable, irreplaceable or unusually delicate items should not be included unless specifically agreed in advance.

7. Linen Hire

All hired linen remains the property of the Service Provider unless otherwise agreed in writing.

The Client is responsible for the reasonable care of hired linen while it is in their possession or under their control.

The Client may be charged for linen that is lost, stolen, misused, permanently stained, burnt, damaged or destroyed beyond reasonable wear and tear.

Replacement or repair charges may apply where appropriate. The Service Provider may substitute linen of equivalent specification where necessary.

Linen hire pricing, minimum quantities, collection and delivery arrangements and replacement charges will be as set out in the applicable quotation or price list.

8. Property Management and Concierge

The Service Provider provides local property management and concierge support in accordance with the agreed package.

Unless expressly agreed otherwise, the Service Provider does not act as the owner, occupier, landlord, letting agent, legal representative or insurer of the Property.

The Service Provider has no authority to bind the Client contractually or incur material expenditure on the Client's behalf unless expressly authorised.

Routine property management services will be provided in accordance with the agreed service scope and any property-specific instructions supplied by the Client.

9. Emergency Response

Where included in the agreed package, the Service Provider will provide priority emergency contact and reasonable endeavours to respond to emergency situations.

24/7 priority response does not guarantee that a member of staff can physically attend the Property at any time. Response and attendance may be affected by weather, traffic, distance, staff availability and the nature of the incident.

Where reasonably necessary to protect the Property or prevent further damage, the Service Provider may arrange emergency attendance or engage a suitable contractor without obtaining prior approval where it is not reasonably practicable to do so.

Emergency attendance, contractor charges, specialist services, materials, repairs and other costs may be charged separately unless expressly included in the agreed package.

10. Contractor Management

Where agreed, the Service Provider may liaise with, coordinate access for and manage communications with independent contractors.

Contractors are independent third parties. The Service Provider does not guarantee their workmanship, availability, pricing, completion dates or performance.

The Client remains responsible for contractor charges unless otherwise agreed.

Where reasonably practicable, approval will be sought before non-emergency expenditure is incurred.

11. Property Inspections

Property inspections are visual checks intended to identify obvious issues and are not specialist surveys or technical inspections.

Routine checks may include:

- General condition and presentation of the Property
- Visible signs of water ingress, leaks, damp or damage
- Doors, windows and visible signs of damage or forced entry
- Fridge and freezer doors, including whether they appear to be properly closed
- Heating controls, thermostats and general heating settings
- Boiler display, visible condition and water pressure where accessible
- Immersion heater and hot water settings
- Oil tank level or oil meter where applicable
- EV charging equipment and meter where applicable
- Electricity meter readings where agreed
- Smoke alarms, carbon monoxide alarms and other visible safety equipment
- Batteries in smoke alarms, thermostats, remotes and other relevant devices where accessible
- Remote controls for televisions, heating, lighting and other equipment
- Visible condition of appliances and obvious signs of malfunction
- Lights, lamps and visible bulbs where accessible
- Taps, toilets and other visible plumbing for obvious leaks or issues
- Signs of unusual smells, including damp, drainage or electrical burning smells
- External areas, where included, for obvious damage, storm damage or access issues
- Bins and waste arrangements where relevant
- Signs of pest activity where reasonably apparent
- Furniture and furnishings for obvious damage or items requiring attention
- Signs that a Property may have been left unsecured or otherwise disturbed
- General cleanliness and condition where relevant to the agreed inspection
- Any obvious maintenance issues that may require attention before the next guest arrival

The Service Provider will report suspected defects or issues identified during an inspection to the Client or nominated contact.

12. Storms and Exceptional Events

The Service Provider may contact guests or the Client where severe weather, storms or another unusual event may affect the Property or guests.

Where agreed, the Service Provider may carry out a post-storm inspection or arrange attendance where reasonably required.

Any contractor, repair, specialist inspection, materials or other costs arising from a storm or exceptional event are additional unless expressly included.

13. Guest Management

Where included in the package, the Service Provider may provide pre-stay emails, property manuals, key information, short pre-stay calls, follow-up communication and departure or bin-collection reminders.

The Service Provider may contact guests regarding practical property matters, emergencies or unusual events in accordance with the instructions supplied by the Client.

The Service Provider is not responsible for guest conduct, guest damage, guest cancellations, lost rental income or the actions of guests.

14. Vacant Property and Owner Stays

Where included, the Service Provider may carry out periodic inspections during vacant or blank weeks.

Where agreed, the Service Provider may provide contractor back-up or attend the Property during owner stays to assist with access or property-related issues.

Inspection frequency and the scope of vacant-period checks will be as stated in the agreed service package.

15. Compliance Management

Where compliance management is included, the Service Provider may track compliance expiry dates, liaise with contractors before expiry, issue reminders and coordinate contractors and certificates with the Client, Owner or relevant property manager.

The Service Provider does not provide specialist certification unless expressly qualified and contracted to do so.

The Service Provider cannot guarantee the work, availability or certification of third-party contractors. Unless otherwise agreed in writing, the Client or Owner remains ultimately responsible for ensuring the Property meets applicable legal and safety requirements.

16. Fees and Additional Charges

Management fees are payable at the frequency stated in the quotation or service schedule.

Additional Charges may include contractor costs, emergency call-outs, materials, replacement items, specialist cleaning, window cleaning, specialist inspections, additional visits, additional cleaning, laundry, deliveries, repairs and emergency attendance outside the agreed package.

Third-party costs incurred on behalf of the Property will be charged to the Client unless otherwise agreed.

17. Payment Terms

Unless otherwise agreed, invoices are payable within 7 days of issue.

Recurring management fees will normally be collected by Direct Debit using GoCardless, with the Client authorising the required Direct Debit mandate before the Services commence. The Client must ensure that sufficient funds are available when payment is due. Any additional charges, contractor costs or other amounts not covered by the recurring management fee will be invoiced separately and payable in accordance with the agreed payment terms.

Late payments may incur interest at 8.5% above the Bank of England base rate, subject to applicable law.

The Service Provider may suspend Services where invoices remain unpaid.

Any dispute concerning an invoice should be raised within 5 days of receipt, identifying the disputed amount and reason.

18. Deposits

For one-off services, a deposit of 25% may be required to confirm the booking.

Deposits will normally be applied against the final invoice.

Where a Client cancels a booking, the deposit may be retained or applied against cancellation charges, subject to applicable law.

19. Cancellation and Rescheduling

Unless otherwise agreed, at least 48 hours' notice is required to cancel or reschedule a booked service.

Late cancellations may incur a charge of up to 50% of the agreed service price, subject to applicable law.

If the Service Provider cannot gain access to the Property at the agreed time, the full service charge may apply.

Property management services are subject to the termination provisions of this Agreement unless a different notice period is agreed.

20. Keyholding and Security

Where keys, access codes or other access arrangements are provided, the Service Provider will take reasonable care to keep them secure.

The Client must provide accurate access information and notify the Service Provider promptly of any changes.

The Service Provider is not responsible for security systems, locks or access equipment that are defective or incorrectly configured.

21. Liability

Nothing in this Agreement excludes or limits liability that cannot lawfully be excluded or limited.

The Service Provider is not responsible for pre-existing damage, ordinary wear and tear, hidden defects, defective materials, faulty appliances or installations, guest actions, contractor actions, loss of rental income, bookings, profits or indirect or consequential losses, except where liability cannot lawfully be excluded.

Where the Service Provider is responsible for direct damage caused by its negligence, liability will generally be limited to the reasonable cost of repair or replacement, subject to applicable law and any relevant insurance arrangements.

The Client should report any alleged damage or service issue as soon as reasonably possible and, where possible, within 24 hours.

22. Insurance

The Service Provider will maintain appropriate business insurance for its activities.

The Client remains responsible for appropriate property, buildings, contents, rental, guest and other insurance relevant to the Property.

The Client should notify its insurer where required and ensure that the Services and use of contractors are covered by the relevant policies.

23. Health and Safety

The Service Provider may refuse or suspend work where it reasonably considers the Property, equipment, materials, animals, occupants or circumstances to present a health and safety risk.

The Client must disclose known hazards and provide safe access to the Property.

The Service Provider will take reasonable precautions when carrying out the Services.

24. Confidentiality and Data Protection

Each party will keep confidential information received from the other party confidential, except where disclosure is required by law or reasonably necessary to provide the Services.

Personal data will be handled in accordance with applicable UK data protection legislation.

25. Retention of Records

The Service Provider may retain quotations, booking records, inspection reports, photographs, delivery and collection records, laundry records, stock counts, invoices, payment records, correspondence and other operational records for business, accounting, insurance, legal, regulatory and audit purposes for as long as reasonably necessary.

26. Electronic Communications

The parties agree that quotations, invoices, statements, notices, approvals, confirmations and other communications may be sent electronically by email, text message or another agreed method.

Electronic communications will be deemed received when transmitted unless the sender receives an indication that the message was not delivered.

27. Anti-Bribery, Anti-Corruption and Modern Slavery

Each party will comply with applicable anti-bribery, anti-corruption and modern slavery legislation, including the Bribery Act 2010 and Modern Slavery Act 2015.

Neither party will knowingly engage in conduct that would cause the other party to breach applicable legislation.

A material breach of this clause may entitle the unaffected party to terminate the Agreement immediately, subject to applicable law.

28. Changes in Operating Costs

The Service Provider may review its pricing where there are significant or sustained increases in energy, fuel, laundry supplies, cleaning products, linen, materials, transport or other operational costs.

Where a recurring charge is being increased, the Service Provider will provide at least 14 days' written notice before the revised charge takes effect.

Price changes will not be applied retrospectively.

Where the Client does not accept a revised recurring charge, either party may terminate the affected service in accordance with the applicable termination provisions.

29. Complaints and Service Issues

Any complaint or service issue should be raised promptly so that the Service Provider has a reasonable opportunity to investigate and, where appropriate, put matters right.

Where the Service Provider accepts that a service has not been provided in accordance with the agreed scope, it may, where reasonably practicable, offer a return visit, correction or other appropriate remedy.

30. Service Provider Absence and Substitution

The Service Provider may use employees, self-employed personnel, subcontractors or other suitably competent persons to provide the Services.

The Service Provider may make reasonable substitutions where required due to sickness, holidays, staffing issues, equipment failure or other circumstances.

31. Force Majeure

The Service Provider will not be liable for delay or failure caused by circumstances outside its reasonable control, including severe weather, flooding, fire, utility failure, equipment failure, road closures, industrial action, epidemic or pandemic restrictions, government action or other exceptional events.

32. Termination

Unless otherwise agreed, either party may terminate ongoing Services by giving 30 days' written notice.

The Service Provider may terminate immediately where there is serious or repeated non-payment, an unsafe Property, threatening or abusive behaviour, a material breach of this Agreement, or a request to carry out unlawful or unsafe work.

Termination does not affect any accrued rights or liabilities, including outstanding fees, contractor costs or other charges properly incurred before termination.

33. No Agency or Partnership

Nothing in this Agreement creates a partnership, joint venture, employment relationship or agency between the parties.

The Service Provider may not represent that it has authority to bind the Client except where expressly authorised.

34. Notices

Notices under this Agreement may be provided by email or another agreed written communication method.

The parties should keep their contact details up to date and notify the other party of any changes.

35. Entire Agreement

This Agreement, together with the applicable quotation, proposal, service schedule and any written variations, forms the agreement between the parties concerning the Services.

Where there is a conflict, the specific quotation or service schedule will prevail only in relation to the service, price or term it specifically addresses.

36. Amendments

Any amendment to this Agreement must be agreed in writing by the parties, including by email or other written electronic communication.

37. Severability

If any provision of this Agreement is found to be invalid, unlawful or unenforceable, that provision will be treated as modified or removed to the minimum extent necessary, and the remaining provisions will continue in effect.

38. Waiver

A failure or delay by either party to enforce any provision of this Agreement will not constitute a waiver of that provision or any other provision.

39. Governing Law and Jurisdiction

This Agreement is governed by the law of England and Wales.

The courts of England and Wales will have jurisdiction, subject to any mandatory rights or protections that apply to the Client.