

CLEANING SERVICE AGREEMENT

This Agreement is made between:

The Really Useful Cleaning Company (“the Service Provider”)

and

The Customer (“the Client”)

Together referred to as “the Parties.”

General

- Please inform us of any pre-existing damage, fragile areas, or special cleaning requirements before work begins. We cannot be held responsible for issues arising after the service if these were not disclosed.
- All services are carried out at the property owner’s risk.
- Heavily soiled or neglected areas may incur additional charges due to the extra time and resources required.
- While we strive for the highest standards, some cleaning tasks may exceed the scope of a standard service. In such cases, we will do our best within the limits of the service booked.
- To allow us to work efficiently, please ensure the service area is free from excessive clutter and personal items before our arrival.

1. Scope of Services

The Service Provider agrees to provide **interior cleaning services** as requested by the Client.

This may include, but is not limited to:

- Regular domestic cleaning
- Deep cleaning
- Holiday home or Airbnb changeover cleaning
- End-of-tenancy cleaning
- One-off cleaning

Specific services, dates, and times will be confirmed in writing (email, text, or other confirmation).

2. Payment Terms

2.1 **Fees** - The Client agrees to pay the Service Provider the agreed price for the services provided.

2.2 **Payment Due** - Unless otherwise agreed in writing, payment is due immediately on completion of the service or within **48hrs** of invoice date.

2.3 **Late Payment** - Overdue invoices may incur interest at 4% above the Bank of England base rate until paid in full.

2.4 **Collection and Legal Costs** - If payment remains outstanding after reasonable reminders, the account may be referred to a debt collection agency or pursued through legal action. The customer will be liable for all additional costs incurred in recovering the debt, including but not limited to collection fees, legal costs, and court fees.

2.5 **Suspension of Services** - The service provider reserves the right to suspend or cancel any future services until all outstanding invoices are paid in full.

2.6 **Disputed Invoices** - Any disputes regarding an invoice must be raised in writing within 5 days of the invoice date. Failure to do so will result in the full amount being deemed accepted and payable.

2.7 **One-off bookings** require a 25% deposit to secure the appointment. The booking is not confirmed until this deposit has been received. The deposit will be applied to the final balance upon completion of the service.

2.8 All deposits are non-refundable

3. Cancellations & Rescheduling

3.1 **Notice Period** - The Client must provide at least **48 hours' notice** to cancel or reschedule a booking.

3.2 **Late Cancellation Fee** - Cancellations made with less than 48 hours' notice will be charged at **50% of the agreed fee**.

3.3 If a booking is cancelled and rebooked, we will require full payment upfront for the new appointment.

3.4 **Missed Appointments** - If the Service Provider is unable to gain access to the property at the agreed time, the full-service fee will be charged.

4. Minimum Booking Time

The minimum booking time for cleaning services is **two (2) hours per visit** unless otherwise agreed in writing.

5. Keyholding & Access

5.1 If the Client provides keys, codes, or access devices to the Service Provider, they will be stored securely and used solely for the purpose of carrying out the agreed cleaning services.

5.2 The Service Provider accepts no responsibility for any loss or damage to the property where keys or access devices were provided, unless due to proven negligence.

5.3 The Client must inform the Service Provider of any changes to locks, codes, or access arrangements at least 24 hours before the next scheduled clean.

6. Health & Safety

The Service Provider reserves the right to refuse work in unsafe or hazardous conditions.

7. Liability & Damage

7.1 The Service Provider will take all reasonable care when carrying out services.

7.2 The Service Provider is not liable for:

- Pre-existing damage or wear and tear
- Failure of surfaces or materials due to poor condition, age, or improper installation
- Losses of any kind, personal or financial, including but not limited to loss of earnings, loss of rental income, emotional distress, or inconvenience
- Indirect, incidental, or consequential losses

7.3 Any accidental damage caused by the Service Provider must be reported within 24 hours for consideration of compensation.

7.4 Compensation, if offered, will be limited to the cost of repair or replacement of the specific item damaged and will not exceed the total amount paid by the Client for the service in question.

8. Holidays & Absences

8. Service Provider Absence - If the Service Provider cannot attend due to illness, holiday, or other unavoidable circumstances, the Client will be notified as soon as possible, and an alternative date or refund (if prepaid) will be offered.

9. Termination of Ongoing Services

Either Party may terminate a recurring or ongoing service agreement with **14 days' written notice**.

10. Governing Law

This Agreement is governed by and construed in accordance with the laws of **England and Wales**.
