



Steph's Eco Cleaning Services Ltd. terms and conditions.

December 2025

Prices

- Unless expressly stated otherwise, all prices quoted are net prices and are valid for the contract period stated. Any applicable value added tax, or any other sales tax or excise duties paid or payable by Steph's Eco Cleaning Services Ltd. shall be payable by the Client.
- External factors - including (but not limited to): minimum wage increase, national living wage increase, and increase in cost of supplies, equipment and consumables supplied by Steph's Eco Cleaning Services Ltd. - may result in price increases. These increases will always be communicated to the client in writing prior to being implemented however, they are non-negotiable increases
- The terms of this Agreement shall be deemed to have been conclusively accepted by the Client upon the Client signing this Agreement and thereafter no variation to any of the terms of this Agreement shall be effective unless agreed in writing by duly authorised signatories of both the Client and Steph's Eco Cleaning Services Ltd..

Payment Terms

- Steph's Eco Cleaning Ltd. will invoice the client on a monthly basis and full payment must be made on receipt of invoice.
- Payment must be made in full within the specified period unless otherwise agreed in writing between Steph's Eco Cleaning Services Ltd. and the client.
- Any additional charges incurred during the provision of cleaning services, will be added to the final invoice and subject to the same payment terms as the original service.
- In the event of legal action being taken by Steph's Eco Cleaning Services against the Client for breach of payment obligations hereunder, the Client shall be responsible for all costs and disbursements incurred by Steph's Eco Cleaning Services Ltd. on a full indemnity basis.

Damages

- Upon completion of the service by Steph's Eco Cleaning Services Ltd., the Client shall immediately examine the service and shall - within 24 hours maximum from such completion - give written notice to Steph's Eco Cleaning Services Ltd., of any matter where in the view of the Client Steph's Eco Cleaning Services, has not complied with its obligations. If the Client shall fail to give such notice, the supply of services hereunder shall be conclusively presumed to have been given in all respects in accordance with the Agreement free from any defect and the Client shall be deemed to have accepted the supply of services accordingly.
- The maximum aggregate liability of Steph's Eco Cleaning Services Ltd. in respect of any one claim or series of claims brought against Steph's Eco Cleaning Services Ltd. hereunder shall be limited to the value of insurance cover notified or in force at the time of the incident to which first the claim relates.



Service Provision

- Steph's Eco Cleaning Services Ltd. will carry out cleaning services that have been noted in the contract/project proposal. Duties outside of these specifications and frequency of such are not the responsibility of Steph's Eco Cleaning Services Ltd.. Steph's Eco Cleaning Services Ltd. will not be held responsible for cleaning standards of areas/facilities that fall outside of the cleaning specification.
- Holiday and sickness cover may be provided by Steph's Eco Cleaning Services Ltd.. Should this cover not be provided at the time laid out within the schedule due to circumstances including (but not limited to) short notice, travel time or lack of access to the site, Steph's Eco Cleaning Services Ltd. will provide a member of staff to complete the required works at the earliest possible opportunity if required to do so.
- Steph's Eco Cleaning Services Ltd. will provide cleaning equipment and Eco-Friendly products unless specifically stated.
- Steph's Eco Cleaning Services Ltd. will notify the client of any areas or items that are damaged or are unable to be visually improved by cleaning alone (either prior to the contract commencement or throughout). Steph's Eco Cleaning Services Ltd. will not be held responsible for the cleaning standards of areas or items that have been noted to the client that are damaged or unable to be visually improved by cleaning.

Client Obligations

- The client shall notify Steph's Eco Cleaning Services Ltd. of any invoicing discrepancies within 14 days of receiving the invoice. Failure to raise concerns or discrepancies within this time will result in the invoice being payable in full.
- The client is responsible for paying the invoice total to the correct bank account within the payment terms assigned. Steph's Eco Cleaning Services Ltd. will assume no responsibility for payments made to incorrect accounts.
- The client is responsible for providing Steph's Eco Cleaning Services Ltd. with any requirement adjustments in writing, with a minimum of 30 days' notice prior to the required adjustments.
- The client is responsible for ensuring Steph's Eco Cleaning Services Ltd. have a second set of keys or method of access for the facilities to ensure cover can be provided.
- The Client shall ensure that an adequate supply of domestic hot water is available in all areas where the service is to be provided for use by Steph's Eco Cleaning Services Ltd. whilst the service is being carried out.

Contract Period and Determination

- The contract period for the cleaning services provided by Steph's Eco Cleaning Services Ltd. shall commence on the date specified in the service agreement or quotation and shall continue until the completion of the agreed-upon services, as outlined in the scope of work.
- The contract period may be extended if mutually agreed upon by both parties in writing. Any extension shall be subject to the terms and conditions in effect at the time of the extension.



- Steph's Eco Cleaning Services Ltd. will make reasonable efforts to complete the cleaning services within the agreed-upon timeframe. However, unforeseen circumstances, changes in scope, or other factors may influence the duration of the contract period.
- The client reserves the right to terminate the contract for cleaning services before the completion of the agreed-upon services.
- If the client decides to terminate the contract prematurely, they must provide written notice to Steph's Eco Cleaning Services Ltd. indicating the termination date and the reasons for early termination.
- In the event of early termination by the client, Steph's Eco Cleaning Services Ltd. shall be entitled to compensation for the full invoice amount regardless of services rendered, expenses incurred, and any reasonable termination fees, as outlined in the terms and conditions.
- Steph's Eco Cleaning Services Ltd. reserves the right to terminate the contract for cleaning services before the completion of the agreed-upon services in the following circumstances:
- Client Breach: If the client breaches any of the terms and conditions outlined in the contract, Steph's Eco Cleaning Services Ltd. may terminate the contract with immediate effect and without liability.
- In the event of early termination by Steph's Eco Cleaning Services Ltd., Steph's Eco Cleaning Services Ltd. shall provide written notice to the client explaining the reasons for termination and the termination date.
- If Steph's Eco Cleaning Services Ltd. terminates the contract due to a breach by the client, the client shall be liable for any costs, damages, or losses incurred by, Steph's Eco Cleaning Services Ltd. as a result of the breach.

Law Applicable

- These conditions shall be governed and construed in accordance with English law and all disputes arising in connection therewith shall be submitted to the jurisdiction of the English courts.

Employees and sub-contractors

- All employees of Steph's Eco Cleaning Services Ltd. are deemed employees of Steph's Eco Cleaning Services Ltd. and will not for any purpose be considered as employees or agents of the client.
- During the contract and for six months after its termination the client will not directly or indirectly solicit either on its own account or on behalf of any third party the services of any of Steph's Eco Cleaning Services Ltd. personnel (whether on a full or part-time basis) who work in any capacity under the contract at the site. The client will be liable to pay compensation to Steph's Eco Cleaning Services Ltd. for any breach of this clause equal to six months' earnings of any person who is induced to leave the firm immediately upon receipt of invoice.
- In the event of Steph's Eco Cleaning Services Ltd. enlisting the services of a sub-contractor entity to meet the high standards that we aim to provide, Steph's Eco Cleaning Services will take



all measures to ensure the sub-contracting entity is of the highest reliability and professionalism.

- Steph's Eco Cleaning Services Ltd. will notify clients, where applicable, that a sub-contracting service will be in use prior to performance.
- In the event of a performance that does not meet the predetermined standards agreed between the client and Steph's Eco Cleaning Services Ltd., Steph's Eco Cleaning Services Ltd. cannot accept responsibility for work carried out by subcontracted operators, however, will facilitate any necessary arrangements to rectify the works. It will be the responsibility of the customer to liaise with the sub-contractor to establish specific requirements.
- Steph's Eco Cleaning Services Ltd. will always endeavour to provide contractual agreements and previous communication records to determine liability to aid a dispute resolution.

Waiver

No failure on the part of Steph's Eco Cleaning Services Ltd. to exercise any power, right, privilege or remedy under this agreement, and no delay on the part of Steph's Eco Cleaning Services Ltd. in exercising any power, right, privilege or remedy under this agreement, shall operate as a waiver of such power, right, privilege or remedy; and no single or partial exercise of any such power, right, privilege or remedy shall preclude any other or further exercise thereof or of any other power, right, privilege or remedy