

AT2 CLEANERS AGREEMENT WITH CLIENTS

This Terms and Condition of Business is made between AT2 Cleaners and the client and it is our policy to strictly keep to its terms especially in the case of dispute.

CONTRACT

1. This terms and conditions of business constitute a contract of agreement between AT2 Cleaners and the client.
2. AT2 Cleaners acts as an introductory agency only and does not directly and indirectly employ the cleaner. The cleaners are employed at all times by the client and under his/her supervision and responsibilities.
3. When AT2 Cleaners provides details of cleaners to the client, an introduction is said to have taken place.
4. The acceptance of the use of any AT2 Cleaners services constitutes an acceptance of this terms and condition of business

SERVICE

1. AT2 Cleaners agrees to interview and obtain references for every cleaner presented to the client.
2. AT2 Cleaners agrees to obtain from cleaners proof of address, identity, and all relevant vetting documentations before placing them with clients.
3. If the cleaner is unsuitable to the client's needs or leaves, AT2 Cleaners will endeavour to provide a replacement within 7 working days.
4. In the event of the regular cleaner's inability to clean, due to sickness or other reasons, AT2 Cleaners will endeavour to provide a temporary cleaner.

FEES FOR BUSINESS CUSTOMERS

1. Contact us to discuss your requirements and we'll give you a competitive quote.

FEES FOR HOME CUSTOMERS

1. Clients agree to pay the regular cleaning hourly rate into the agency nominated bank account before commencement of the cleaning assignment.
2. If payment is by invoice, the client agrees to pay immediately on receipt of such invoice.
3. We charge £10 per hour for regular weekly cleaning. One-off cleans are charged at £15 per hour . This cost covers labour only – clients have to supply cleaning materials and equipment.
4. Cleaners will only undertake work for hours paid for in advance, clients must call through to the office for approval of any additional work to be undertaken by the cleaner. The difference must be paid into the bank account immediately by internet transfer.
5. In order to reduce administrative charges, services for regular clients will be suspended if AT2 Cleaners does not receive payment at the appropriate time as advised by the client.
6. Should AT2 Cleaners' cleaners be referred by a client to another person a penalty charge of £800 will be enforced against AT2 Cleaners' client.
7. All prices exclude VAT.
8. Any change in fee rate will be notified to the client giving a minimum of 14days notice.

CANCELLATION

1. In the event of service cancellation by client, any advance payment will not be refunded but kept on account.
2. A 14 days cancellation notice must be given by client in writing to AT2 Cleaners before cancellation of service.
3. All cancellations and amendments of the standing order mandate with the bank is under the client's responsibilities.
4. A 14 days notice must be given to AT2 Cleaners before client can change cleaner's visiting/cleaning date
5. No service will be provided on Christmas/ New year day and no refund will be given
6. Clients must inform AT2 Cleaners if services will not be needed on any of the bank holidays.
7. Client agrees to give AT2 Cleaners 14 days notice minimum when on holidays or planning to be away. AT2 Cleaners fees will not be refunded if clients do not inform us.
8. Clients shall be responsible for cleaner's travelling cost if cleaner is unable to gain access into client's property on the day of visit as arranged.

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INSURANCE

1. AT2 Cleaners are fully covered with public liability insurance.

SUPLIMENTARY TERMS

1. Client agrees that he/she will not employ/ use the cleaner's services directly or indirectly within 6 months of the clients cancellation of his/her relationship with the agency or from the first introduction of cleaner to client.
2. Client is responsible for providing all cleaning materials and equipments and task must be carried out in the clients' home.
3. Client is responsible for making sure that the cleaner gain access to the client's property on the day of cleaning. Client is also responsible for providing key to the cleaner if client will not be at home.
4. The Cleaner is not allowed to carry out any specialized cleaning, of any antique, valuable or delicate items.
5. Cleaners are prohibited from using bleach in the client's home. Any bleaching substance use in the client's home is at the client's risk.
6. In the event of cleaners losing client's keys, cleaner is fully responsible for replacement cost.
7. AT2 Cleaners provides an introduction between its cleaner and the clients. All information is passed on in good faith and AT2 Cleaners does not accept any responsibility whatsoever in any problem resulting from the selection process.
8. Client must promptly reimburse AT2 Cleaners or the cleaner for any incidental cost incurred as a result of client's action in any way.

AMENDMENTS

1. AT2 Cleaners reserves the right to introduce additional terms to this terms and condition of business and client will be notified of such changes.

COMPLIANTS

- Complaint must be received by AT2 Cleaners in writing, and a full investigation will be carried out, notifying the client of the outcome within 28days of complaint. If a permanent solution is not reached, we will take such matter to an independent arbitrator to reach a permanent solution.

I hereby agree to the terms and condition of this agreement and agree to keep to it.

Client's Name: _____

Client's Signature: _____ Date: _____