**TERMS & CONDITIONS**

DEFINITIONS

* “The Company ” means Keen to Clean Team
* “Cleaner” means the person carrying out the cleaning service on behalf of The Company.
* “Client” means the person, firm or corporate body together with any subsidiary or associated company as defined by the Companies Act 1985 to whom the cleaning services are supplied by The Company.
* “Cleaning visit” means the visit to the client's service address by the cleaner in order to carry out the service.
* “Service” means the cleaning services carried out by The Company.

CONTRACT

1. These Terms and Conditions represent a contract between Keen to Clean Team (The Company) and the Client.
2. The Client agrees that any use of The Company’s services, including placing an order by telephone, email or website forms shall constitute the client’s acceptance of these Terms and Conditions.
3. Unless otherwise agreed in writing these Terms and Conditions shall prevail over any other terms of business or purchase conditions put forward by the Client.
4. No variation or alteration of these Terms and Conditions shall be valid unless approved in writing by a director of The Company.

REGULAR DOMESTIC CLEANING

1. The Client agrees to pay the weekly fee via a standing order or bank transfer in advance or within 3 days after the clean has taken place.
2. The Company reserves the right to suspend services if weekly payments are missing.
3. Minimum duration of 2 hours per service visit applies for all domestic cleaning services.

PAYMENT

1. All work carried out by The Company at your request, whether experimental or otherwise will be charged accordingly. Any work undertaken by The Company on behalf of the Client is carried out on the basis that the Client has fully approved such work whether or not we have received an official order providing there is evidence of written or verbal confirmation to proceed, including letter, facsimile or email correspondence between the parties.
2. Payments of fees rendered by invoice are due within 3 days of the original invoice unless otherwise agreed in advance with The Company.
3. Interest may be applied to any overdue accounts at a rate of 8.5%. Where payment has not been received we reserve the right to withhold services and have the right to cease to work on your account, and to terminate the engagement if payments are unduly delayed.
4. We have a statutory right to interest and compensation for debt recovery costs under the late payment legislation if not paid according to agreed credit terms. The Late Payment of Commercial Debt (Interest) Act (1988) states that for debts of less than £1000, the penalty is £40, rising to £70 for debts up to £9,999.99 and £100 above that. Interest is payable at the above rate in section 3.
5. Any additional work requested that isn’t covered in the original brief will be quoted separately and added to the original invoice.
6. All Cleaning service prices are reviewed each year and adjusted in line with inflation, minimum wage increases or any reasonable circumstances.

EQUIPMENT

1. Cleaning products are provided by The Company. If you require us to use your solutions or equipment this must be agreed in advance with The Company.
2. If the Client requires the Cleaner to use their own solutions or equipment it must be safe to use/operate, in full working order and must not require any special skills to be used for the purpose of cleaning.
3. If the Client has equipment that is complicated to operate, the Client must provide clear and detailed instructions to the Cleaner.
4. If the Client requires the Cleaner to use their own materials and equipment including vacuum cleaner the Company cannot accept any liability should anything go wrong with either the equipment or the outcome of using it.

REFUNDS

1. No refund claims will be given once the Service has been carried out. If for any reason the Client is dissatisfied with any aspect of the Service, the Client must notify The Company within 24 hours and this will be rectified.
2. Refunds will be issued only if the Client has cancelled a Cleaning Visit within the allowed time (48 hours) prior to the start of the Service and a payment has been already received by The Company .
3. Refunds will be issued if a Cleaner does not attend a Service, payment for which has been already received by The Company.

CANCELATION

1. The Client agrees to pay the 50% price of the Cleaning Visit, if: a) The Client cancels or changes the date/time less than 48 hours (2 days) prior to the scheduled appointment; b) The Client fails to provide access to the Service premises thus preventing the Cleaner to carry out the scheduled work; c) There is a problem with the Client's keys and the Cleaner cannot let themselves in. If keys are provided they must open all locks without any special efforts or skills.
2. If the Client needs to change a cleaning day or time The Company will do its best to accommodate them. A minimum of 48 (2 days) hours notice is required.
3. Please note that The Company cannot guarantee that the same operative will be available on the new day and at the time the Client requires. Any changes in the cleaning schedule are subject to availability .
4. The Company's Cleaner's work on any day of the week Monday-Friday, excluding Bank Holidays. If the Client's Cleaning Visit is due on a Bank Holiday she/he can request a new cleaning day or time, The Company will do its best to accommodate them.

TERMINATION

1. The contract will run continuously. A minimum of six weeks written notice is required to discontinue the Service by either party. If the Client terminates the contract without proper notice the Client shall be liable immediately to compensate The Company by the payment of six weeks’ charge.

OBLIGATION OF THE CLIENT

1. Pay The Company within 3 days of the original invoice, unless otherwise agreed in writing, This must be agreed in advance of any clean taking place with The Company.
2. Ensure the Client's premises complies with all relevant Health and Safety requirements and provide The Company with any relevant Health and Safety information.
3. Provide hot water, electricity, bathroom facilities and first aid facilities for The Companies Cleaner.

CLAIMS

1. The Company’s public liability insurance will cover damages caused by a Cleaner working on behalf of The Company up to £1,000,000.00. In order to keep our prices competitive all claims are subject to an excess of £1250.00 payable by the Client.
2. The Client agrees that due to the nature of the Service The Company guarantees only to correct any problems reported within 24 hours. If a problem occurs on a Saturday it must be reported by Monday 00:00 in order to be accepted as a valid claim. Failure to do so will entitle the Client to nothing. The Company may require entry to the location of the claim within 24 hours to correct the problem.
3. While the Cleaners make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this specific reason, The Company requests all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and /or not cleaned by the Cleaner.
4. In case of damage, The Company will repair the item at its cost. If the item cannot be repaired The Company will rectify the problem by crediting the Client with the item’s present actual cash value toward a like replacement.
5. The Company shall not be responsible for damage due to faulty and/or improper installation of any item. All surfaces (i.e., marble, granite, etc.) are assumed sealed and ready to clean without causing harm.
6. Any attempt to commit insurance fraud or any use of false information to commit any type of fraud will be prosecuted to the fullest extent of the law together by The Company and the Insurance Provider(s). Monetary compensation as well as legal fees may incur.
7. Key replacement/locksmith fees are paid only if keys are lost by our operatives. There is a £30 per location liability limit.
8. The Company accepts no responsibility for the operation of any alarm or security devices at the Clients premises. The Cleaner operating any such devices is a matter of goodwill to assist the Client.

COMPLAINTS

1. All complaints are taken seriously. If you are not happy with any aspect of our Service please call us as soon as possible and give us the chance to rectify it. Your custom is very important to us and we want you to be happy.
2. If the Client is dissatisfied with a currently occurring service, The Company asks that The Client notifies us as soon as they notice anything that might be to their dislike by calling 07359720722 or by email Keentocleanteam@gmail.com. Please do not wait until the service is ending.

LIABILITY

1. The Company shall not be liable under any circumstances for any loss, expense, damage, delay, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client arising from or in any way connected with a late arrival of The Cleaner at the service address. The Company endeavours to be right on time on any visit but sometimes due to transport related and other problems which are beyond The Company ’s control, the Cleaner may arrive with a delay or the cleaning visit may be rescheduled.
2. The Company shall not be liable under any circumstances for any loss, expense, damage, delay, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client arising from or in any way connected with – 1. A cleaning job not complete due to the lack of hot water or electricity 2. Third party entering or present at the Client’s premises during the cleaning process. Any existing damage to Clients property in the form of old stains/burns/spillages etc. which cannot be cleaned/removed completely by the Cleaner. Any damages worth £100.00 or less.