

Janes Cleaning Services South West Ltd. reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.

By ordering Janes Cleaning Services South West Ltd service by telephone, e-mail, fax or website the Client agrees to be bound by Janes Cleaning Services South West Ltd terms and condition.

1. REGULAR DOMESTIC AND COMMERCIAL CLEANING SERVICES

1. Minimum of 1 hours per cleaning visit applies.
2. Janes Cleaning Services South West Ltd reserves the right to suspend cleaning services if monthly payments are missing.
3. If any estimates of how long it will take our operatives to do the job required are being provided that is only an estimate based on the average time it takes to clean a home or office of similar size to the Client's, it being difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required.
4. Client agrees to provide a list of tasks. If the Client asks Janes Cleaning Services South West Ltd to purchase requested items on their behalf, she/he understands that an applicable charge will be assessed.
5. All cleaning equipment will be provided by Janes Cleaning Services South West Ltd.
6. Client understands that the price he/she has been quoted does not include anything apart from cleaning and ironing labour.
7. If a Janes Cleaning Services South West Ltd. operative needs to collect keys from a third party's address outside the postal code of the premises where work is to be carried out then a £10.00 charge will apply.
8. Janes Cleaning Services South West Ltd will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.
9. Janes Cleaning Services South West Ltd reserves the right not to continue with the job if on inspection, it is found that the material to be cleaned or treated is not suitable for cleaning or treatment. Janes Cleaning Services South West Ltd also will not continue with the job if for example water or power is not available or if there is interference in the work from the Client or any other person.

2. END OF TENANCY CLEANING/SPRING AND ONE OFF CLEANING/ AFTER BUILDERS CLEANING

1. Minimum of 4 hours per cleaning visit applies.
2. If any estimates of how long it will take our operatives to do the job required are being provided that is only an estimate based on the average time it takes to clean a property of similar size to the Client's, it being difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required.
3. Client agrees to provide a task list.
4. All cleaning equipment will be provided by Janes Cleaning Services South West Ltd.
5. The End of Tenancy Cleaning, One Off/Spring Cleaning and an After Builders Cleaning do not include cleaning of: ceilings, curtains, exterior windows, balcony, patio, gardens, washing up, laundry and professional carpet and upholstery cleaning.
6. If a Janes Cleaning Services South West Ltd operative needs to collect keys from a third party's address outside the postal code of the premises where work is to be carried out then a £10.00 charge will apply.
7. Janes Cleaning Services South West Ltd will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.

8. Client is advised that an end of tenancy cleaning may take double the length of the time required for a general cleaning. After Builders Cleaning, After Party Cleaning or Badly neglected homes may take up to three times longer than a well maintained home requiring the same service.
9. Janes Cleaning Services South West Ltd reserves the right not to continue with the job if on inspection, it is found that the material to be cleaned or treated is not suitable for cleaning or treatment. Janes Cleaning Services South West Ltd also will not continue with the job if for example water or power is not available or if there is interference in the work from the Client or any other person.

3. PAYMENTS

1. For domestic cleaning, and one off cleans, payment is requested on completion on the day of the cleaning session.
2. Payment can be made in cash on completion of the service.
3. For commercial cleaning, invoices will be presented on a monthly basis and payment is required within 30 days.
4. Payment can also be made by cheque payable to Janes Cleaning Services South West Ltd on completion of the service. If paying by cheque the Client will be responsible for all bank and legal charges resulting from a dishonored cheque.
5. Payment can be made by BACS payment.
6. Client understands that any 'late payments' may be subject to additional charges.
7. If payment is not made after 30 days of invoice then the account will be passed to a collections agency, after which a charge of 15% on top of the initial invoice due, will be added to the debt. You agree as part of this contract to pay this sum which represents our reasonable costs in collecting the unpaid amounts.
8. All payments must be made in Great Britain Pounds.

4. COMPLAINTS AND CLAIMS

1. Client accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will entitle customer to no refunds or recovery cleanings.
2. If a Client is not completely satisfied with the cleaning services, Janes Cleaning Services South West Ltd will re-clean any areas and item/s before the completion of the service within 48 hours.
3. Janes Cleaning Services South West Ltd may take up to 5 working days to respond to a complaint.
4. Complaints are accepted in writing (letter, e mail or Fax). Complaints must be reported on completion or in the following 24-hour.
5. All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, jewellery, items of sentimental value, art and antiques.
6. Key replacement/locksmith fees are paid only if keys are lost by our operatives. There is a £30 per household liability limit.
7. In case of damage Janes Cleaning Services South West Ltd Service Ltd. will try to repair the item/s if it agrees that it caused the damage. If the item/s cannot be repaired Janes Cleaning Services South West Ltd will rectify the problem through its insurance company by crediting the Client with the item/s if it is proven to be by our personnel.
8. Janes Cleaning Services South West Ltd reserves the right not to be responsible for: delay for a cleaning visit due to a traffic congestion, postponed service due to broken equipment, job not complete due to lack of hot water or power provided by the Client, third party entering or

present at Client's premises obstructing the cleaning process, accidental damages worth up to £50 or less.

5. INSURANCE

1. Janes Cleaning Services South West Ltd has a Public and Employer's liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of Janes Cleaning Services South West Ltd, reported within 24 hours of service date.
2. Insurance cover does not include anything that may break down or stop working at any time such as: dishwasher, washing machine, oven, cookers, extractor fans, fridge, freezer, etc, any other items, instability of which the Client is already aware for such as bathroom appliances or any fixtures. The Client is obliged to warn the Company or the cleaner about appliances that are poorly fixed or not in full working order.
3. Janes Cleaning Services South West Ltd reserves the right to refuse to share any of the confidential company's documents.

6. CLIENT SATISFACTION

1. Client understands that he/she is not entitled to any refunds.
2. If the Client is not satisfied with the cleaning service provided and a complaint has been placed in the stated 24 hours after the job has been completed, Janes Cleaning Services South West Ltd reserves the right to return a cleaner and re-clean any areas and items to Client's satisfaction. Therefore the Client must allow the cleaner to be returned and he/she should be at present at all times during the re-clean visit.
3. Janes Cleaning Services South West Ltd reserves the right to return a cleaner not more than once.

7. CANCELLATION

1. Client may cancel the scheduled cleaning job up to 24 hours prior to the agreed start time.
2. Client agrees to pay 50% of the quote as a cancellation fee if he/she cancels or changes the date/time less than 24 hours prior to the scheduled appointment.
3. Clients agrees to pay 50% of the quote as a cancellation fee in the event of a lock- out caused by our cleaners being turned away; no one home to let them in; no water or power available at Client's premises or problem with clients keys. If keys are provided they must open the lock without any special efforts or skills.
4. If an initial deposit has been paid to Janes Cleaning Services South West Ltd then Client agrees that deposit funds may be used to cover the cancellation fee.

8. AFTER CANCELLATION OF THE CLEANING SERVICE

By entering into a service agreement with Janes Cleaning Services South West Ltd, the Client agrees that after the termination of the cleaning service he/she will not hire or use any domestic services provided by a present or past cleaner introduced to the Client by the company. If the Client wishes to hire or use domestic services provided by such a cleaner then he/she must pay a referral fee of £600.

These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them the customer agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom. Janes Cleaning Services South West Ltd . reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.