



# **THE ENGLISH CLEANING COMPANY**

window cleaning      carpet cleaning      spring cleaning

## **Terms and Conditions**

### **Regular Domestic & Commercial Office Cleaning Services**

1. Minimum 3 hours per cleaning visit applies, unless otherwise agreed between both parties prior to the job commencing.
2. Our hourly rate is £14 per hour plus vat if products are provided on site. If products are needed this service increases to £18 per hour plus vat.
3. The client agrees to provide a list of tasks expected to be carried out each clean.
4. The client meets with the cleaner on the day of the clean to discuss the job, show where the equipment is stored and run through access if keys are given.
5. All cleaning equipment should be safe and in full working order.
6. All cleaning stock should be replenished prior to the clean so the cleaner has the correct equipment to carry out the job.
7. If the client requests the cleaner to buy new products this has to be agreed through our office and an additional charge will be discussed and agreed beforehand.
8. If keys need to be collected/returned from another location an additional charge of £14 plus vat will be added.
9. If linen is required to be collected/returned from local dry cleaners there will be an additional charge of £10 plus vat to cover this.
10. Clients must have their own private account at the dry cleaners so the cleaner is not responsible for paying in advance for the linen.
11. If the cleaner is required to stay longer than the agreed hours, and additional hourly rate of £14 plus vat will be implemented.
12. ECC Services will not be responsible for triggering any alarm systems. The client should give any special instructions for deactivation/activation of any household or office alarm system in place.
13. The client understands that the price they have been quoted for does not include anything apart from cleaning and ironing labour.
14. ECC Services reserves the right to suspend cleaning services if monthly payments haven't been settled.

### **End of Tenancy Cleaning/Spring Cleaning/One of deep Clean/Post Builders Clean**

1. Minimum of 5 hours per cleaning visit applies.
2. Our hourly rate for end of tenancy/spring and one of cleans is £18 per man hour plus vat. Post builder cleans are charged at £20 per man hour plus vat.
3. ECC Services brings all the equipment required to carry out these cleans.
4. The end of tenancy/spring and one off/post builders cleans do not include cleaning of walls, ceilings, curtains, carpet & upholstery, exterior windows, laundry, or

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gardening services. (These can be requested and quoted for as an addition to the clean).

5. ECC Services prefer to carry out a free site visit to determine the length of time the job will take. This provides the client with a definitive cost.
6. Each property can vary in size and condition. If our office gives an estimate over the phone this price is based on generic cost of similar sized properties, and may alter on the day. The supervisor will confirm the price when he has seen the job.
7. ECC Services will come back free of charge as part of a call back if the client is unhappy with the service after the first 24 hours, if the job had been quoted and a fixed price given.
8. If the job wasn't quoted prior to the work being carried out, any additional cleaning required will be charged at an hourly rate per person.
9. Should the client's original requirements change on the day of the clean, ECC Services requires the right to amend the initial quotation or phone/email estimate.
10. Inventory check-outs should be booked within the first 48 hours after the clean.
11. If keys need to be collected/returned from another location an additional charge of £14 plus vat will be added.
12. ECC Services will not be responsible for triggering any alarm systems. The client should give any special instructions for deactivation/activation of any household or office alarm system in place.
13. ECC Services reserves the right not to continue with the job if water or power is not available, but a charge could be applicable.
14. Payment for this service must be paid in full on the day of the clean. Pro-forma invoices can be emailed prior to the job.

### **Carpet/Rug & Upholstery/Curtain Cleaning Services**

1. All carpet & upholstery cleaning services are subject to £80.00 minimum call out charge.
2. Estimates can be given over the phone/email based on how many rooms/flights of stairs & landing (number of steps given in each flight).
3. Fixed prices for upholstery can also be given over the phone/email based on sizes of furniture, number of individual items.
4. ECC Services prefers to visit properties to price for curtain cleaning. Certain fabrics are dry clean only and this would have to be taken off site to be cleaned. Additional costs will be added for taking down and re-hanging.
5. ECC Services does not clean seagrass carpet.
6. ECC Services cannot guarantee all stains will be removed, depending on the length of time and the cause of the stain will determine the success rate for full removal.
7. Water and power will need to be provided by the client.

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8. If the client's premises are above the third floor of a building with no lift an additional charge will be added.
9. If the client has animal hair on the areas required to be cleaned this can slow the process down as removal takes longer. An additional charge will be applied to the job.

## Window Cleaning Services

1. Our minimum charge for window cleaning is £45.00 plus vat.
2. Estimates can be given over the phone/email based on how many windows a property has.
3. Free site quotations are preferred on larger properties.
4. Cleaning of frames and sills carry an additional cost.
5. Secondary glazing, stamped or leaded lights carry an additional cost.
6. The client is responsible for providing access for the appointment time.
7. ECC Services provides appointment times, but it may alter slightly due to London traffic, finding a parking space etc.
8. If keys need to be collected/returned from another location an additional charge of £14 plus vat will be added.
9. Prices for using the water fed pole (reach and wash method) are higher as this uses ionised water.
10. Our operatives will only carry out work that can safely be reached in accordance with HSE standards.
11. Risk and Method Statements can be provided after a site inspection on commercial properties or larger domestic properties.

## Payments

1. Payment is requested on completion on the day of the cleaning service.
2. End of tenancy cleans that have been quoted are required to pay 50% in advance to secure the clean with the remaining amount on the date of the clean.
3. Payment can be made in cash or cheque and given to our operative on the day of the service.
4. The client will be responsible for all bank and legal charges resulting from a dishonoured cheque.
5. Payment can be made with a debit or credit card over the phone in advance or on the day of the service, or alternatively invoices can be emailed to the client and bacs payments can be made online.
6. Commercial jobs will have a term of payment up to 30 days.
7. The client understands that any 'late payments' may be subject to additional charges.

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8. All payments must be made in Great Britain Pounds.

## Cancellation

1. The client may cancel the scheduled clean up to 24 hours prior to the agreed start time.
2. **All cleaning services:** The client agrees to pay 40% of the quoted job as a cancellation fee if they cancel with less than 24 hours prior notice to the agreed date.
3. **All cleaning services:** If the client fails to cancel, in the event of a lock-out, access not given, no water or power available at the premises, resulting in the cleaners being turned away on the day, ECC Services will charge the full price of the job.
4. **Domestic/office cleaning:** ECC Services require a month's written notice to terminate the service.
5. **Window cleaning:** ECC Services require a month's written notice to terminate the service.

## Complaints and Claims

1. The client accepts and understands that poor service, breakage/damage or theft must be reported within 48 hours from the service date.
2. ECC Services operatives will report any damage noticed on site whilst they are on the premises. The office will relay the information to the client, if the client is not on site.
3. Any complaint raised from an inventory check should be reported within 48 hours after the report was carried out. ECC Services will go back and rectify anything raised in connection to the clean.
4. ECC Services reserves the right to return a cleaner not more than once.
5. Key replacement/locksmith fees are paid only if the keys are lost by our operatives.
6. All fragile and highly breakable items must be secured or removed.
7. Carpet cleaning: ECC Services cannot guarantee all stains will be removed, depending on the length of time and the cause of the stain will determine the success rate for full removal.
8. In case of damage we will try to repair the item/s if we agree that we caused the damage. If the item/s cannot be repaired we will replace like for like.

## Insurance

ECC Services has a Public and Employer's liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of ECC Services, reported within 48 hours of service date.

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Our insurance does not include anything that may break down or stop working, such as: dishwasher, washing machine, oven, cookers, extractor fans, fridge, freezer, and any other such items like 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.

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. ECC Services reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.

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