

## Terms and Conditions of Service

**Jolanta's Domestic Services** agrees to perform the work specified by the Client in a professional manner. We reserve the right to make changes to any part of Terms and Conditions without notice. By ordering via telephone, e-mail or website the client is agreeing to be bound by our Terms and Conditions of Service. The client must allow the cleaner access to hot water and power. All fragile and breakable items must be secured or removed.

The company offers a regular cleaning service at a rate of £14.00 per hour, on conditions that the client engages the cleaner for sessions for a minimum of three hours per week.

The first cleaning session is charged at the rate of £14.00 per hour. When the client signs the contract,

### **INSURANCE**

Jolanta's Domestic Agency has PUBLIC LIABILITY INSURANCE

### **EQUIPMENT**

Jolanta's Domestic Services will not normally provide cleaning materials, but this can be arranged on special requests (subject to a surcharge).

### **CARPETS**

Jolanta's Domestic Services will not be responsible for failing to remove old permanent stain that cannot be removed using normal carpet cleaning methods. Existing damage will be reported prior to commencing work.

### **END OF TENANCY CLEANING**

The standard end of tenancy cleaning services does not include cleaning of walls, ceilings, curtains, balconies, patios, exterior windows and carpets, washing up or laundry.

The property must be vacated.

### **CANCELLATIONS**

The client may cancel/re-schedule a service by giving at least 24 hours notice. If Jolanta's Domestic services are not notified on time, no refund will be offered on any deposit paid in advance or will be charged to the monthly invoice. Jolanta's Domestic Services reserves the right to charge a cancellation fee of up to 100% of the quoted price for the booked service. The cancellation notice period for contracted regular cleaning is 14 days.

### **PAYMENT**

Settlement terms are strictly 14 days from date of the invoice. Payment can be made by cheque or internet transfer.

By signing this document the Client also agrees not to contact the Cleaners directly, this can be done only through Jolanta's Domestic Services

The Client

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MRS.JOLANTA HARPER

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For Jolanta's Domestic Services