



All That Glistens, 8 Lilac Close, Littlehampton, West Sussex, BN17 6UW

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## Residential Cleaning Service Agreement

**Service and contact hours:** Monday to Friday 9am to 5pm

An answer machine will be available whenever we are not able to take your call and we will call you back as soon as possible or alternatively send an email.

### Services Provided

All That Glistens will supply all cleaning products necessary to clean your home. We do ask that you provide a vacuum, mop and bucket in good working condition. If you have a specific product you would like us to use that we don't provide please make sure they are in a suitable, officially labelled container and not mixed with any other product. We can't be liable for any damage these products may cause. We will perform the services as set out in the checklist on your initial consultation. Please note that we provide you with an estimate before we start to clean. If the amount of time needed differs, we will discuss this with you and adjust accordingly.

Residential cleaning does not include curtains, nets, washing up, laundry or any external cleaning unless special arrangements have been made.

### Pricing and Payments

Regular cleaning is charged at £15.50 per hour. Usually with a minimum of 2 hours per visit.

We are currently not VAT registered so no VAT will be added.

Invoices are sent out via post or email at the end of each full month. Payment is due in full upon receipt with no exceptions. We accept cheques or instant bank transfer. Please do not give your member of staff cash to handle.

(Tips: Tipping is neither required nor expected. If you do choose to leave a tip, make it clear that it is such. Our staff are not allowed to accept money in any other circumstance).

### Quality Control

We at All That Glistens want to be sure that you are consistently happy with our service, but we are human and a mistake might occur. Please notify us within 24 hours of your cleaning if you are displeased with the quality of our service so we can return to correct the situation in a timely manner. Failure to do so will result in no additional cleaning. If a client attempts to rectify any issues of poor cleaning themselves, we will not offer a refund or discount. We would prefer to put it right ourselves. Any suggestions you may have to help us improve the quality of our service are very much appreciated.

## **Arrival Times**

Due to the time consuming and unpredictable nature of cleaning we can't always guarantee a specific time. However, we will arrange a mutually convenient time and if we will deviate from that will call ahead to forewarn you. In some cases, it may be best to arrange a key for your cleaner so that you have the flexibility to go out.

## **Access and Keys**

If you have an alarm system, please be sure we have the correct disabling/enabling details. We can't be held responsible for alarms going off or not being set properly but will do our best to comply with them. If you would prefer to turn it off on days that we clean that is fine.

We do hold keys with a numbering system so we at the office know where they are for but there is no possible way for a stranger stumbling upon them to know what they are for. If a cleaner loses a key, we will have a new one cut at no cost to you. It will not be necessary for lock changing.

## **Breakage and Damage**

We are fully insured and take great care when cleaning your home, however, accidents can happen. If you notice anything that your cleaner had not reported already you must notify us within 24 hours so we can take appropriate action. Items of extreme value (monetary or sentimental) should be cleaned by the customer. Please note: Cash, jewellery, art and antiques are not covered. We suggest that such items be moved to a safe location on the day of your cleaning. Also, we can't be held responsible for breakage of items which are unstable or in an unstable environment.

## **Safety**

For safety reasons we do not move anything more than 25kg. If you wish us to clean behind anything heavy such as a sofa, bed, refrigerator please move it prior to service to allow us access to that area. Whenever windows, furniture or fans are involved we do what is easily within reach.

For our safety and for the safety of our clients please notify within 24hours of any infectious diseases that occur in your household. All That Glistens reserves the right to cancel and reschedule in such circumstances.

Please ensure that your vacuum cleaner is in good working order with no exposed wires or damaged plugs. Have clean vacuum bags available. We can't be held responsible for damages caused by faulty equipment belonging to the client or for the equipment breaking due to wear and tear or malfunctioning.

Our staff may open windows when cleaning to gain ventilation in accordance with health and safety. They will close them on departure.

All That Glistens reserve the right to cancel a job where the condition of the property is hazardous to the health and wellbeing of our operatives. Regrettably we cannot deal with any sharps (needles, razors etc), bodily fluids (blood, vomit, faeces, urine etc), clinical waste or other substances posing a health and safety risk when working.

## **Pets**

We take pride in being a pet friendly service and take special care in making your pet feel comfortable during our cleaning process. However, we do need to make sure that our safety is addressed. If you have aggressive pets that are likely to intimidate, scratch, bite or attack our staff please secure them during our service. Please make sure, however, that we can still access all the necessary rooms in order to do the scheduled work. We do not clean animal faeces, urine, vomit or other biohazards. This includes feline litter boxes and dog kennels.

## **Weather**

All That Glistens will be closed for business in severe weather conditions that prevent safe road travel. Your cleaner will telephone you to confirm cancellation and to rebook.

## **Public Holidays and Annual Leave**

We will be closed for business during all national public holidays unless specifically requested in advance. Fees will be increased 25% for national public holidays.

When staff take annual leave, they will negotiate with you to see if you would like a replacement for that day. If you do, the office will endeavour to find a suitable cover. This is not always on the same day/time as usual depending on schedules for that week.

## **Cancellations**

If you wish to cancel a clean, please give a minimum of 48 hours' notice if you can so that the cleaner can reschedule their time. We appreciate this is not always possible and we do not charge for late cancellations.

Please give at least 7 days' notice if you are going away so the cleaner can reschedule her time. You will not be charged for taking holidays.

On the rare occasion your cleaner is unwell either they or the office will call to tell you as soon as practically possible. You will be offered a replacement either that day or that week depending on our work load. You may wish to cancel until they are well again. You will not be charged for absence.

## **Late Payments**

Please make payments upon receipt of invoice. If we have to resend an invoice you will incur a £5 administration fee. If we do not receive payment within 90 days, we will refer the case to our debt collection service and you will be liable for any fees charged by them and any interest that accrues on the amount outstanding.

If you send a cheque and it is returned unpaid you will be charged a £5 administration fee plus the banking fee, we are charged for returning the cheque.

## **Referral Fee**

By entering into a service agreement with All That Glistens, the customer agrees that during or 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 customer by All That Glistens. If the customer wishes to hire or use domestic services provided by such a cleaner then he/she must pay a referral fee of £500. This fee is due within 30 days. If the fee is not paid All That Glistens will apply the right to pursue other methods of collection, without any proof of damage being necessary.

## **Confidentiality**

All That Glistens will not share any confidential information with third parties.

## **Termination**

The client can cancel this 1-year contract at any time by giving 30 days written notice. This contract will automatically renew after a year has elapsed unless All That Glistens receives a written notice of termination 30 days prior to termination.

All That Glistens Residential Cleaning Agreement:

Your use of our service and your signature below indicates your understanding and agreement of these terms. All That Glistens reserves the right to make amendments to these terms at any time and will notify you immediately with an updated version.

All That Glistens hereby undertakes to carry out works to the satisfaction of the client and the client hereby undertakes to pay the agreed payments in the manner and frequency as set out above.

Date \_\_\_\_\_

Signature \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

**Thank you for trusting your cleaning needs to All That Glistens\***