

DOMESTIC DEPARTMENT - TERMS & CONDITIONS

These Terms of Business shall govern any contract between Kleener and the customer and no variation of the Terms of Business shall be effective unless expressly given in writing by a director of Kleener.

CONDITIONS UNDERPINNING THE PROVISION OF SERVICE

1. A minimum of two hours per visit applies for properties with two or less bedrooms and three hours per visit for properties with three or more bedrooms.
2. The Client must allow the hygienist access to hot water and power where applicable. Kleener is not responsible for providing cleaning supplies and equipment unless agreed at the point of booking. Kleener is responsible for providing a replacement hygienist if the Clients' regular hygienist is not available.
3. A signed cleaning schedule agreement must be returned to Kleener before a cleaning session is commenced.
4. All Kleener Hygienist are provided with their own materials to complete all general cleaning duties. If the Client requests any specialist cleaning to be carried out which they provide their own cleaning materials for, the Client is responsible for providing all necessary training for such products. Kleener will not be liable for any damages arising from the misuse of these products.
5. It is the Clients' responsibility to ensure the Cleaning Task Sheet is completed in time for each cleaning session and that all requirements detailed within the task sheet are met.

PAYMENT

Payment must be made by direct debit, debit/credit card, or cheque (with a cheque guarantee card) on the day of the cleaning visit. The Client is charged on a daily/weekly/fortnightly/monthly basis according to their requests at the time of booking.

CANCELLATION

1. The Client can change the fundamentals of their cleaning service (frequency, dates, times etc) by giving at least 24 hours notice before their next cleaning visit.
2. The Client may cancel/skip a cleaning visit by giving at least 24 hours notice. If no notice or less than 24 hours notice is given, the Client will be charged the full amount for the cleaning visit and no refund can be claimed.
3. The Client may terminate the service with Kleener by giving no less than 7 days notice in writing specifying the last cleaning date. The Client must also pay to Kleener any amounts due under this agreement.

4. Kleener reserves the right to terminate a cleaning service with immediate effect due to non-payment.

CLAIMS & INSURANCE

1. Kleener is insured by Anglo Pacific Consultants Ltd and has full public and employer's liability cover. Any query or claims regarding the service provided must be made to Kleener within 24 hours by telephone or within 48 hours in writing subsequent to the completed service. No claims can be made against Kleener after the above time limits.
2. Kleener must have the opportunity to rectify any problems arising as a result of its work. If the Client is indeed dissatisfied with the work carried out by Kleener personnel then Kleener's operatives must be allowed to return to re-do the job free of charge in the first instance. Refunds can only be claimed for dissatisfaction where Kleener is unable to re-do the job as specified by the Client.
3. All fragile and highly breakable items must be secured or removed. Items excluded from liability include cash, items of sentimental value, art and antiques.
4. Any claim made must not be made upon any new cost value but upon the current value of the article concerned at the time of work taking place, taking into account wear and tear.
5. Key replacement/locksmith fees are paid only if keys are lost by one of our operatives. A £30 per location limit applies.

AFTER CANCELLATION OF THE CLEANING SERVICE

By entering into a service agreement with Kleener, the Client agrees that after the termination of the cleaning service he/she will not hire or use any home-related services provided by a present or past hygienist introduced to the Client by Kleener. If the Client does wish to hire or use home-related services provided by such a hygienist the Client must pay the referral fee is £250.

Every effort will be made to carry out the contract as underpinned by the schedule of work but its due performance is subjected to cancellation by Kleener as it may find necessary as a result of its inability to secure labour, materials or supplies, or as a result of any Act of God, War, Strike, Lockout or labour dispute, Fire, Flood, Drought, Legislation or other cause beyond the company's control.

By ordering any service provided by Kleener by telephone, e-mail, fax or the website, the Client agrees to be bound by our Terms and Conditions.

These conditions and all other terms of contract shall be governed and construed in accordance with the laws of England.