



## Terms & Conditions End of Tenancy cleaning

1.1. In these Terms of Business, the following definitions apply:

"The Company", "We", "Us" - means **Gemini GRP T/a Clean Team NW** of Unit 3 Ordinance Street Blackburn BB1 3AE.

"Cleaner", "Cleaning Specialist" - means the person or firm carrying out cleaning services on behalf of the Company.

"Client" - means the person, firm or corporate body together with any subsidiary or associated company as defined by the Companies Act 1985 to whom the cleaning services are supplied by the Company.

"Client's Address" – means the address where the Client has requested the cleaning service to be carried out.

"Service", "End of Tenancy Cleaning", "EOT", "Carpet Cleaning", "Oven Cleaning" "Handy Man Services" - means the services carried out on behalf of the Company.

"Cleaning Visit" - means the visit to the Client's service address by our Colleagues in order to carry out the Service.

1.2. Unless the context requires otherwise, reference to the singular include the plural and references to the masculine include the feminine and vice versa.

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## 2. Contract

2.1 These Terms and Conditions represent a contract between **Gemini GRP T/a Clean Team NW** and the Client. 2.2 Both parties shall ensure that their respective responsibilities under this agreement are

undertaken in compliance with all statutory regulations and codes of conduct.

2.3 The Client agrees that any use of the Company's services, including placing an order for services by telephone, email, website forms shall constitute the Client's acceptance of these Terms and Conditions.

2.4 Unless otherwise agreed in writing by a director of the Company, these Terms and Conditions shall prevail over any other terms of business or purchase conditions put forward by the Client.

2.5 No variation or alteration of these Terms and Conditions shall be valid unless approved in writing by a director of the Company.

## 3. VAT

3.1. The Company charges VAT at the current rate of £20%. Any shown prices exclude VAT.

## 4. Equipment

4.1. The Company shall provide all cleaning supplies and equipment necessary to carry out the service.

4.2. The Client must provide running water, electricity and sufficient light at the premises where the service takes place.

## 5. Payment

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5.1 Unless otherwise agreed in writing by the company the account is rendered for immediate payment on the completion of the work. The Client must make payment by cash, unless you hold a credit account with us prior to our colleagues leaving the Client's premises.

5.2 If no payment has been received at the time of completion of the cleaning service, the Client agrees to and authorizes the Company to charge his debit/credit card with the outstanding amount should card details be provided at the time of booking?

5.3 We reserve the right to cancel services without notice due to declined credit card transactions or non-cleared funds and in cases where the client is not able to meet with us in person we reserve the right to request the amount quoted to be paid in part / full prior to any work commencing.

5.4 The Company reserves the right to charge interest on invoiced amounts unpaid for more than 30 days at the rate of 8% per annum above the Bank of England base rate from the due date until the date of actual payment under the Late Payments Act this applies to account customers only.

5.5 The Company reserves the right to charge £65.00 administrative fee, in addition to the balance due, for any account we must refer for collection. Please note that debt collecting companies may add their charges to the outstanding amount.

5.6 All bank charges incurred due to a Client's cheque being returned unpaid will be passed to the Client at a flat rate of £30.00 per cheque.

5.7 The Company reserves the right to cancel any contract and back charge additional for past services to reflect the balance of the standard rate(s) if any misleading or false information was used to obtain discounted services.

5.8 The Client agrees to and authorises the Company to charge his debit/credit card he has provided to the Company with any outstanding amounts owed to the Company.

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5.9 Where such alternative arrangements have been made the Client must make payment within 30 days of the invoice date should this option be made available.

5.10 The rates of payment by the Company shall be as agreed between the Company and the Client, or his representative. The Client shall make no reduction or retention from the sum due under any invoice.

5.11 Card Services are provided by WorldPay Merchant Services for full details please visit:  
<http://www.worldpay.com/uk>

## 6. Cancellation

6.1. The Client can cancel the scheduled service by giving no less than **24 hour's** prior notice via email or phone.

6.2 The Company reserves the right to retain the any deposit paid as a cancellation fee/part of a  
cancellation fee.

6.3. The Client must pay the full price of the booked service if:

6.3.1 Our colleagues arrive at the Client's address and are unable to gain access to the Client's home, through no fault of the Company. If keys are provided they must open all locks without any special efforts or skills;

6.3.2 The Client cancels the booked service with less than 24 hour's prior notice.

6.4. If the Client needs to change a cleaning day or time the Company will do its best to accommodate him. Any changes to booked services are subject to a 24-prior notice and availability.

## 7. Refunds

**7.1. No refund claims will be entertained once the cleaning service has been carried out. 7.2. Refund will be issued only if:**

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**7.2.1 The Client has cancelled a cleaning visit within the allowed time (24 hours) prior to the start of the cleaning visit;**

**7.2.2 A cleaning colleague has not been able to carry out the cleaning due to reasons beyond the Client's responsibility should any payment have been taken in advance.**

## 8. Complaints

8.1. All services shall be deemed to have been carried out to the Client's satisfaction unless written notice is received by the Company with details of the complaint within 24 hours of the work being completed. All complaints must be received by email no later than 24 hours after the completion of the service (spotless@cleanteamnorthwest.co.uk The Company will fully investigate any complaint and attempt to resolve it to the satisfaction of the Client, or alternatively to a reasonable standard.

8.2. The Client agrees to allow the Company back to re-clean any disputed areas/items before making any attempts to clean those areas/items himself or arranging a third party to carry out cleaning or repair services with regards to the above. Failure to do so will void our Company Guarantee and we will consider the matter fully settled. If payment has not been received in full or has been stopped by the Client we will immediately refer the account for collection.

## 9. Liability

9.1. The Company shall not be liable under any circumstances for any loss, expense, damage, delay, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client arising from or in any way connected with:

9.1.1 Its failure to carry out its services as a result of factors that are beyond its control. Factors beyond its control include acts of god, floods, severe weather conditions, and inability to

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gain access to premises, lack of appropriate resources, such as water, electricity, and lighting;

9.1.2 Late arrival of Company operatives at the service address. The Company endeavours to be right on time on any visit but sometimes due to transport related and other problems which are beyond the Company's control, the Company operative's may arrive with a delay or the cleaning visit may be

re-scheduled.

9.1.3 An existing damage to Clients property in the form of old stains/burns/spillages etc. which cannot be cleaned/removed completely by the cleaning operative using the industry standard cleaning methods;

9.1.4 None satisfactory result from the service due to the Client or third party walking on wet floors or using appliances during or shortly after the cleaning process;

9.2. The Company shall not be liable for any damages worth £40.00 or less.

9.3. The Company shall not be liable for any odours arising during and/or after cleaning when this is due to factors such as, lack of ventilation, and/or appropriate heating.

9.4. The Company shall not be liable under any circumstances for any loss, expense, damage, delay, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client if the Client has an outstanding balance aged 30 days or more from the date the payment was due.

## **10. Our Guarantee**

**10.1 The Company has built its business and reputation by providing its clients with the best possible cleaning service available. Still, the Company realises, that because its operatives are human beings, they sometimes make mistakes. For this reason, the**

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**Company offers you a guarantee. If the Client is not satisfied with the Company's service for any reason, the Company's operatives will come back to**

**the Client's home and re-clean to his complete satisfaction.**

**10.2 Our guarantee is subject to a complaint notice no later than 24 hours after the completion of the service.**

**10.3 Our guarantee is invalid should a client choose to reside at the property once an End of Tenancy clean being conducted.**

**We take no responsibility for the return of the tenancy deposit should a client use any fittings within the property such as ovens, bathrooms or kitchen appliances or chose to reside at the property therefore after a cleaning being completed.**

**10.4 All property maintenance related repair work comes with a standard 12 month guarantee on all work undertaken including goods supplied**

## 11. Insurance

11.1. The Company shall insure all work it undertakes. The Company's public liability insurance covers damages caused by a cleaning operative working on behalf of the Company and includes Treatment Risk and Fidelity Risk covers as standard. All claims are subject to an excess of £50.00.

## 12. Law

12.1 These Terms are governed by the laws of England and Wales, and are subject to the exclusive jurisdiction of the Courts of England, and Wales.

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## 13. End of Tenancy Cleaning Services

13.1 While our colleagues are flexible and will work around the client to the best of our ability we do require access to all areas within the property to ensure full cleaning can take place. Please ensure all items are removed from kitchen cupboards, fridge / Freezers and Bathrooms.

13.2 Our colleagues are unable to work around clients removing items during the move out process please ensure this process is completed prior to our arrival.

13.3 We reserve the right to cancel a clean should the property not be accessible or access is not granted within 30 minutes of arrival at the property and our colleagues hourly rate of pay will be invoiced accordingly.

13.4 Please ensure all freezers are turned off one hour prior to our arrival, we do not take responsibility for defrosting freezers but we will endeavour to defrost during our time spent at the property.

13.5 Any delays as a result of property not being vacant and all belongings removed will result in additional charge for wait time or re visit.

13.6 Prices quoted does **not include** removal of rubbish and items left by tenant, we will remove up to 3 (Three) standard black bags as per standard clean package therefore we charge £4.50 + VAT per bag.

**While prices quoted include all aspects of the property internally including appliances and ovens that may be charged separately we do not include the cleaning of crockery, cutlery, kitchenware or pans.**

**Items such as light bulbs and smoke detector batteries are charged separately.**

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## 14. Copyright and Use of Digital Imagery

14.1 The intellectual property rights (IPR) and copyright of all images taken will remain that of Clean

Team NW LTD.

14.2 Under our terms and conditions, Gemini GRP T/a Clean Team NW reserves the right to use any image or

video for publicity, advertising purposes or across our social media deeds without any compensation to the client involved.

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