

## **General**

These Terms and Conditions represent A & K standard terms. If the Client finds any of these terms unsatisfactory, A & K is willing to negotiate satisfactory Client-specific Terms and Conditions before the job is done.

A&K agrees to perform the work specified by the Client in a professional manner. A&K reserves the right to make changes to any part of these Terms and Conditions without notice. By ordering our cleaning service via telephone, e-mail, fax or website the client is agreeing to be bound by A&K Terms and Conditions of Service. A & K will not be liable for damage to electric light fittings or bulbs, sash cords, burglar or fire alarm fittings, glass already damaged, damage arising from faulty construction or condition of the premises, or to articles not usually found upon the business premises, unless A & K expressly agrees to accept such liability in writing upon terms to be agreed between A & K and the client. A & K will not be liable for any loss, damage or injury arising from the breaking or disintegration during cleaning of cracked, defective or broken part of any property of the client.

The client shall ensure that all electrical appliances carrying high voltage shall be switched off or shall be in a safe condition during the whole time that cleaning is being carried out. The client will provide A & K with full information about any hazards to health and safety that may exist and will ensure that our employees are informed of any hazards on first arrival at the premises to ensure that work can be undertaken safely. The client will provide free of charge any necessary utility services such as electrical power, lighting and water. Equipment / cleaning materials; A & K will supply all the cleaning material for the job which they have agreed to do, unless the customer has stated otherwise.

## **Insurance:**

A&K Cleaning Services has public/products liability insurance, which protects client's Property against major accidental damage by a cleaner whilst on your property. All fragile and breakable items must be secured or removed. We ensure that our Cleaners work carefully and take 100% care of your properties. We recognise, however, that accidents do happen; Company requires to be notified within 24 hours of discovery.

## **Safety:**

Please do not ask the staff to do anything dangerous i.e. standing on the top step of high stepladders to clean the lights or pictures rails, pull or move heavy items, cleaning open windows in high rise blocks either standing on ladders cleaning of balconies involving bending over the balcony. (Other arrangements will be made if necessary) The staffs are advised to say no to a job they think will risk their well-being.

## **End of Tenancy Cleaning:**

The property must be vacated. Customer agrees to provide a list of tasks. A Minimum of 3 hours applies. The standard end of tenancy cleaning service does not include cleaning of walls, ceilings, curtains, balconies, patios, exterior windows and carpets cleaning, oven, extractor, hob, emptying and putting items back in cupboards, wardrobes, drawers, defrosting freezer, clearing of rubbish or removing of goods left behind by client, emptying, cleaning and putting back books on bookshelves, washing up and cleaning cutlery. All of the

above-mentioned services, excluding walls and ceiling cleaning, are available at an extra charge.

The client understands that the price he/she has been quoted is not for a "package deal" and does not include anything apart from cleaning labour. If any estimates of how long it will take our operatives to do the job required are being provided that is only an estimate based on the average time it takes to clean a home or office of similar size to the customer's, it's difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required.

## **Spring clean/after builders & one off cleaning**

The customer is advised that a one-off spring-cleaning may take double the length of time required for a general cleaning. Post Construction Cleaning (After Builders Cleaning), Post Party Cleaning or Badly neglected homes may take up to three times longer than a well maintained home requiring general cleaning. Therefore we advise the customer to ask for a home survey before the cleaning day.

Any failure by A &K to perform its' obligation under this contract by circumstances beyond our control including but not limited to extreme weather, fire, explosion, accident, mechanical breakdown, interruption to supply of materials, industrial dispute or any other cause outside A & k control will not constitute a breach of this contract by A & K.

## **Cancellation - All Services:**

The Client may cancel/re-schedule a service by giving at least 48 hours advance notice. A&K reserves the right to charge a cancellation fee of up to 50% of the quoted price for the booked service If A&K are not notified on time, Customer agrees to pay the full price of the cleaning visit if the customer cancels or changes the date/time less than 48 hours prior to the scheduled appointment. Customer agrees to pay the full price of the cleaning visit in the event of a lockout caused by our cleaners being turned away; no one home to let them in; or problem with customer's keys. If keys are provided they must open the lock without any special efforts or skills.

## **Complaint**

We reserves the right not to be responsible for: cleaning job not complete due to the lack of hot water or power; third party entering or present at the Client premises during the cleaning process; wear or discolouring of fabric becoming more visible once dirt has been removed; failing to remove old/permanent stains that cannot be removed using standard carpet and upholstery cleaning methods; existing damage or spillage that cannot be cleaned/removed completely using our cleaning materials and standard carpet cleaning equipment. In case of a complaint, the Company requires to be notified within 24 hours after completion of the cleaning. If the Client is dissatisfied with the work, a cleaner must be allowed to return and re-do the job at no extra charge.

## **Payments**

All outstanding balances for cleaning services carried out (except regular cleaning) are payable by cash to the A&K Cleaning Manager, upon completion of the job on the day of the service.

Bank transfer; payment should be in A & K cleaning account before or on the Cleaning Day.