



Terms and Conditions of Business

Date:

Client Name:

Address of premises:

Services required ('the services'): As detailed on the attached Schedule

Price:

Terms and Conditions:

1. Definitions:

(a) References to 'we', 'us' and 'our' are references to Spotless Commercial. Spotless Commercial is a trading name of Spotless Clean Limited a company registered in England with company number 09821969 and whose registered office address is 2 Beauvoir Place, Yaxley PE7 3NJ. You can contact us by telephoning 07757 674985 or 07903 387700 or by e-mailing office@spotlesscommercial.co.uk

(b) References to 'you' and 'your' are references to the client as detailed on this order form

These are the terms and conditions on which we supply the services to you. If we have to revise these terms we will give you at least 30 days written notice of any changes to these terms.

2. Terms of booking:

(a) We will provide all cleaning equipment and materials unless otherwise advised by us or requested by you.

(b) We make every effort to complete the services on time. However there may be delays due to an event outside our control. We will not be liable or responsible for any failure to perform or any delay in performance of any of our obligations under these terms that is caused by an event outside our control which includes without limitation: strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, fire, explosion, storm,, flood, earthquake, subsidence, failure of public or private telecommunications networks. If such an event occurs we will contact you as soon as reasonably possible to notify you and we will restart our obligation to provide the services as soon as reasonably possible.

3. Personnel

(a) The work undertaken by Spotless Commercial is carried out by Rob Richardson and Lisa Richardson (directors of Spotless Clean Limited) and employees of Spotless Clean Limited.

(b) Any employees will be subject to training and all appropriate checks, including a DBS check. If we propose to alter the person who carries out your work, we will notify you beforehand.

(c) All employees are required to wear a Spotless Commercial / Spotless Interiors uniform and to present a clean and tidy appearance at all times.

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4. Changes to appointments:

- (a) If you need to cancel an individual appointment, please call to cancel by 8.00am on the day of the appointment. Cancellation on the day of the appointment is to be made by telephone only.
- (b) Once we have begun to provide the Services to you, you may cancel the contract for the services at any time by providing us with at least 30 calendar days notice in writing or by e-mail.
- (c) You may request a change to the nature of the services by contacting us and we will accommodate your request wherever possible. We reserve the right to require 30 days notice of any change required.
- (d) If we are unable to attend any pre-arranged appointment we will give you notice by telephone as soon as we are able to and in all cases endeavouring to notify you by 8.30am on the day of the appointment. We will then do our best to reschedule the appointment to a mutually convenient time. We will provide as much notice as possible where we are unable to attend appointments due to staff annual leave and no cover being available.
- (e) We are generally closed on Bank Holidays. Where a regular appointment falls upon a Bank Holiday, we may give you the option of keeping the appointment to that day (for which an additional charge will be incurred). Alternatively we may advise you that the appointment will not be available on that day and we will offer you an alternative appointment if you require and if one is available. We also close between Christmas and New Year each year, during which time no cleaning services will be available. The exact dates will be confirmed in advance each year.

5. Access

- (a) It is your responsibility to ensure that we have sufficient access to the property and all areas to be cleaned. We reserve the right to still charge the cost for a scheduled appointment where we are unable to gain access to the premises.
- (b) We reserve the right not to clean areas where access is difficult, dangerous or causes a health and safety risk. This may be due to conditions or where large or an excessive numbers of items have been left in the way.
- (c) You agree that you will not allow non-Spotless Clean employees or Directors to use equipment, products or materials owned by us. You will be responsible for any damage to our equipment if used by non-Spotless Clean employees and Directors.

6. Prices / Payment:

- (a) The price quoted for the work as detailed on the attached Schedule, is inclusive of all equipment, materials, products, staff, administration and supervision, aside from any items listed on the attached Schedule as not included. The price is exclusive of VAT unless stated otherwise.
- (b) Payment is to be made for all services by means of a direct payment into our bank account. Direct payments are to be made for a month of appointments at a time and payment is due by the 15th of the month within which the cleaning takes place, as detailed on the invoice provided. Invoices are submitted by us at the very beginning of the month of the cleaning. Personal cheques are not accepted.
- (c) Where payment for services is delayed, we reserve the right to discontinue providing those services until such time as payment has been made in full. If payment is repeatedly delayed we reserve the right to cancel our contract with you.
- (d) The price initially payable is that detailed on this order form. We will provide 30 days' notice in writing of any changes to the cost of our services, including where the minimum wage Regulations impose a rate above our standard wage.

7. Accidents/Complaints:

- (a) If you are for any reason dissatisfied with the service received from us please report it to us by telephone or e-mail within 48 hours of the appointment. We will then endeavour to ensure that your concerns are resolved as quickly as possible.

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(b) We will do our utmost at all times to take care of your premises and possessions. In the event of an accident, we will notify you as soon as possible.

(c) In the event of damage or loss as a result of our neglect, our liability shall be limited at our discretion to repairing or replacing the cost of the item taking into account its age and condition. Any loss must be reported within 48 hours of our appointment.

(d) You must give us reasonable opportunity to fix or repair any damage.

(e) We will make good any damage to your property caused by us in the course of performance of the services however we are not responsible for the cost of repairing any pre-existing faults or damage to your property that we discover in the course of performance by us of the services.

8. Security/Insurance:

(a) We will maintain suitable Public Liability insurance at all times.

(b) We will keep any keys and all personal information as secure as possible. In the event that your keys are lost by us we will make appropriate arrangements as soon as possible.

(c) We will not pass on your personal data to a third party.

This contract is between you and us and no other person shall have any rights to enforce any of the terms.

Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful the remaining paragraphs will remain in full force and effect.

These terms are governed by English Law.

We, the undersigned, have read and understood the terms and conditions of Spotless Commercial providing the agreed services detailed on this order form.

Signed..... (Client)

Date.....

Position.....

Signed..... (Director of Spotless Commercial)

Date.....