

# Contract Terms and Conditions

The Dollies ("The Company") hereby agrees to carry out the agreed services ("The Services") to the Client ("The client") at the agreed rate which will be formally supplied to you in writing and subject to you signing to authorise the said works, they will be carried out in accordance with our terms and conditions as detailed below:-

- Upon your signature of the agreed services to be provided at the contracted rate, we agree to carry out the specified services subject to you allowing us access to the property on the agreed date and time.
- We reserve the right to levy the full agreed charges for the contracted services if you fail to allow us access to the property on the pre-arranged date and time.
- In compliance with Health and Safety regulations, "The Client" shall be responsible for ensuring a safe environment that is not subject to any health compromising conditions in which our staff can perform the Services. Failure to provide the aforesaid will result in us terminating the contract with you and we reserve the right to levy 100% of the agreed costs for the services.
- Payment is due upon completion of the agreed provided services and a deposit may be required for services over and above our minimum regular cleaning rates.
- If the Client fails to make payment on the due date then without prejudice to any other rights we are entitled to suspend all services and take the necessary steps for recovery. Please note a rate of 5% above the Bank of England's base rate will be applied to all over overdue accounts.
- Should you need to cancel or reschedule an appointment, we require at least 48 hours notice to ensure no cancellation charges will be levied. Please note we reserve the right to levy a 50% charge of the contracted fees if notice is given less than 48 hours before the appointed date of the visit. Any exceptions to this condition is absolutely at the sole discretion of the Company
- We hold Public Liability Insurance and our staff are instructed to advise you immediately of any accidental damage that may occur whilst providing the agreed contracted services. However, should you deem it necessary to have to report any accidental damage we would ask that this is done within 24 hours from the service date. Failure to do so will entitle "The Client" to no refunds or recovery cleanings. Any such reported incidents will be thoroughly investigated by one of our customer care team within a reasonable period of time and we will revert to you to with a full report within 5 working days of the investigation being carried out. We reserve our right to limit our liability, in this regard and "The Company" will not be liable for any consequential losses.
- We will not hold keys unless agreed in writing and replacement keys/locksmith fees are only paid if keys have been lost by our operatives with a limited liability to the sum of £45.00
- If "The Client" is not completely satisfied, we will re-clean any areas highlighted to us with 24 hours of the agreed services being carried out and on the basis of reasonable grounds.
- All cleaning staff are employed by the Company and throughout our Agreement and following its termination for whatever reason, the Client agrees not to approach or attempt to employ or contact any employee of the Company either directly or indirectly for a period of six months. We reserve the right to make a damages claim against any person/s who fails to adhere to this condition subject to minimum fee of no less than £500.00.
- Either party has the right to withdraw its services and/or to terminate the agreement giving one week's written notice.

Each individual quotation is tailored to meet The Client's requirements and this is a free no obligation quotation.

There is a minimum charge for our services which are detailed as follows:-

Regular cleans- minimum charge of £40 per visit Spring/One off cleans- minimum charge of £120 per visit Tenancy cleans- minimum charge of £50 per visit.

Payment is due on completion of the agreed services being completed and we will request your payment method when you employ our services which will include credit/ debit card details in order for the payment to be taken upon completion of the works. Standing order payments will be accepted for regular contracts or if you wish to pay by a recurring debit card payment then a written signed authority will be required in compliance with the Bank's card processing service.

A 1% service charge will be applied to all credit card payment.