

TERMS & CONDITIONS

Please read our Terms and Conditions carefully.

Clients agree that any use of the services provided by Regency Edwards Property Management LTD shall constitute your acceptance of the Terms and Conditions.

Our cleaning service may be ordered by telephone or e-mail and the client agrees to be bound by these terms and conditions.

GENERAL TERMS

Regency Edwards Property Management LTD provides regular domestic cleaning services at a rate of £12.50 per hour, per cleaner organised on a weekly (minimum 2hrs) or fortnightly basis (minimum 3hrs).

Regency Edwards Property Management LTD reserves the right to suspend cleaning services if payments are in arrears.

All estimates of time-frame periods for the completion of our cleaning services are based on the average time it takes to clean a home or office of a similar size to the Client's. It is difficult to give an exact time and predict how long certain tasks may take and for that a degree of flexibility may be required.

The Client agrees to complete a 'Clean Plan' form and provide all cleaning materials and equipment needed for the required work, unless otherwise agreed with Regency Edwards Property Management LTD.

Regency Edwards Property Management LTD can provide cleaning materials at an additional cost of £2.50 per hour per cleaner. For specialist Eco-Friendly Natural Products, we charge £3.50 per hour per cleaner. If the Client asks Regency Edwards Property Management LTD to purchase requested items on their behalf, she/he understands that an applicable charge of £3.50 will be applied as well as the cost of products.

All provided cleaning equipment should be safe and in full working order.

Clients understand that the price he/she is quoted includes cleaning labour costs only.

It is the client's responsibility to ensure that the cleaners gain access to the property to be cleaned.

If a Regency Edwards Property Management LTD operative needs to collect keys from a third party's address outside the postal code of the premises where work is to be carried out, a £10.00 charge will apply (subject to distance).

Regency Edwards Property Management LTD will not be responsible for triggering any alarm systems.

Clients must give any special instructions for deactivation/activation of any household alarm systems.

Regency Edwards Property Management LTD reserves the right to discontinue with the work if on inspection, it is found that the material to be cleaned or treated is not suitable for cleaning or treatment.

Regency Edwards Property Management LTD will not continue with the work if there is interference from the Client or any other person.

The Client must allow the cleaner access to hot water and electrical power.

Cleaners will not perform any deep clean requiring chemicals or specialised cleaning of any antique, delicate or valuable items.

Fridges and Freezers must be thoroughly defrosted and emptied before cleaning can commence.

Kitchen cupboards must be emptied before cleaning can commence.

All irreplaceable, fragile and breakable items must be secured or removed (both monetary or sentimental value).

Our cleaners are not able to move heavy furniture whilst cleaning your premises.

Please note that should you ask Regency Edwards Property Management LTD operatives to use products containing bleach, damage or spillages involving bleach are not covered under our liability insurance and this will be entirely at your own risk.

We are not responsible for any existing damage to Clients property in the form of old ingrained stains/burns/spillages etc. that cannot be cleaned/removed completely by the cleaning operative using the industry standard cleaning methods.

It is always essential you or a member of your household is present at the start and end of a One-off clean to ensure that you are happy with the service.

Regency Edwards Property Management LTD is not liable for:

- Cleaning work not completed due to the lack of suitable cleaning materials and/or equipment in full working order, hot water or electrical power.
- Wear or discolouring of fabric becoming more visible once dirt has been removed;
- Any damage caused as a result of the Client placing furniture on carpet that has not completely dried.
- For the shrinkage of carpets as a result of poor fitting.
- Loss or damage to unsecured personal items and valuables.

PAYMENT METHODS AND TERMS

Payment is requested on completion on the day of the cleaning session.

Regular cleans are billed monthly on the first day of each month, with payment to be made within 14 days thereafter.

Cash or Bank Transfer can make payment on completion of the service.

Advance payments can be made Via Bank Transfer, Standing Orders, Cash or Cheque (at least 5 working days prior to clean session). Clients understand that any 'late payments' or 'returned cheques' may be subject to additional charges. If payment is not made after 30 days of invoice then the account will be passed to our collections agency, after which a charge of 20% on top of the initial invoice due, will be added to the debt.

If as a result we have to use a debt collecting agency or county court to secure payment, you agree to pay any debt collecting agency fees, court fees, legal cost, or interest that will occur due to the result of the non- payment of your outstanding bill.

CANCELLATIONS

The agreement between Regency Edwards Property Management LTD and The Client is on a 30-day rolling contract basis.

The Client may re-schedule our service by giving at least 48 hours notice.

If not notified on time Regency Edwards Property Management LTD will not refund any deposit paid in advance or will charge a cancellation fee of up to 50% of the quoted price for the booked service.

The cancellation notice period for our regular cleaning service is 30 days. The Client must give 30 days written notice to terminate the agreement. The Client must pay to Regency Edwards Property Management LTD any amount that he/she owes under the agreement. Regency Edwards Property Management LTD reserves the right to cancel the cleaning service with immediate effect due to non-payment.

The Client agrees that after the termination of the cleaning service he/she will not hire or use any domestic services provided by a cleaner introduced to them by Regency Edwards Property Management LTD unless a £1000 referral fee is paid.

The Client agrees to pay the full price of the cleaning visit in the event of a lockout, where our cleaners are refused entry, 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.

If a deposit is paid to Regency Edwards Property Management LTD, the customer agrees that deposit funds may be used to cover the cancellation fee.

CLAIMS

Public Liability Insurance covers any work undertaken by Regency Edwards Property Management LTD operatives.

No refund claims will be considered once the cleaning service has been carried out. A refund will be issued only if the Client has cancelled a cleaning visit within the allowed time (48 hours, 30 days regular clean) prior to the start of the cleaning session and Regency Edwards Property Management LTD has already taken a payment.

All services shall be deemed complete and to the Client's satisfaction unless written notice is received by Regency Edwards Property Management LTD with details of the complaint within 24 hours of the work being completed. Claims will not be considered after the above time limit.

We will fully investigate any complaint and attempt to resolve it to the satisfaction of the Client, or alternatively to a reasonable standard.

The Client agrees to allow Regency Edwards Property Management LTD back to re-clean and inspect any disputed areas/items before arranging a third party to carry out services. Regency Edwards Property Management LTD may require entry to the location of the claim within 24 hours to correct the problem.

In case of damage, proven to be by us, Regency Edwards Property Management LTD will repair/replace the item at its cost. Identical replacement is always attempted but not guaranteed. If the item cannot be repaired/replaced we will rectify the problem by crediting the customer with the item's present actual cash value toward a like replacement.

While our cleaners make every effort not to break items, accidents do happen. It is for this specific reason that Regency Edwards Property Management LTD requests all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and/or not cleaned by the cleaning operatives.

Please confirm you have read and accept our terms and conditions please sign and date:

Print Name

Signature

Date

We look forward to working in your home, enabling us to deliver you the best service possible in the industry.

Regency Edwards Property Management Limited

Company Number: 08400845