



Client Order Form and Terms and Conditions

Date:

Client Name:

Address:

Services required ('the services'):

Start Date:

Period of services:

Price:

Terms and Conditions:

1. Definitions:

(a) References to 'we', 'us' and 'our' are references to Spotless Interiors. Spotless Interiors are Lisa Richardson and Robert Richardson. We are an established Partnership and our address is 2 Beauvoir Place, Yaxley PE7 3NJ. You can contact us by telephoning 07757 674985 or 07903 387700 or by e-mailing

lisa@spotlessinteriors.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) All bookings incur a minimum charge of £20 for up to 2 hours work or part thereof.

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

(c) 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.

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3. Personnel

(a) The work undertaken by Spotless Interiors is currently carried out by Rob Richardson and Lisa Richardson and employees of Spotless Interiors.

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

4. Changes to appointments:

(a) If you need to cancel an individual appointment, please notify us as soon as possible, by telephone or e-mail and in any event no later than 5 days prior to the day of the appointment. (In the event of emergency 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) If prior notice of cancellation is not received in accordance with (a) above, we reserve the right to charge the full cost of the appointment. We also reserve the right to charge for missed appointments or to cancel our agreement with you to provide cleaning services, where appointments are repeatedly cancelled.

(c) 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. Failure to provide such notice may mean you incur all or part of the cost for the outstanding appointments.

(d) You may request a change to the order for 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.

(e) 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 holiday.

(f) Where a regular appointment falls upon a Bank Holiday, we may give you the option of keeping the appointment to that day. 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.

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 some or all of the cost for a scheduled appointment where we are unable to gain access to the property.

(b) We reserve the right not to clean areas where access is difficult, dangerous or causes a health and safety risk due to conditions or large or excessive numbers of items left in the way.

6. Prices / Payment:

(a) Payment is to be made for all services either by cash on the day of the appointment or by means of a direct payment into our bank account, monthly in advance (following receipt of our invoice). Personal cheques are not accepted.

(b) 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.

(b) 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.

(c) Where time spent includes part of an hour, the cost is calculated to the nearest half an hour, rounding up.

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(d) All prices quoted are based upon one person attending the property and carrying out the work. In the event that more than one person attends at the same time to carry out the required work, and as a result the time spent is reduced, the price payable is the same as quoted for one person.

(e) We reserve the right in the case of our 'spring cleans' or 'de-cluttering' services to require payment of a deposit prior to commencement of the work. The balance to be paid on completion of the work.

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.

(b) We will do our utmost at all times to take care of your property 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 how 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 Interiors providing the agreed services detailed on this order form.

Signed..... (Client)

Date.....

Signed..... (On behalf of Spotless Interiors)

Date.....

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