



Terms and conditions

Terms and conditions of our cleaning services.

Regular Cleaning

No Worries Cleaning Services Ltd will perform the work specified by the Client in a professional manner. No Worries Cleaning Services Ltd reserves the right to make changes to any part of these Terms and Conditions without notice. By ordering No Worries Cleaning Services Ltd.'s service either verbally, telephone, e-mail, fax or website the client is agreeing to be bound by No Worries Cleaning Services Ltd.'s Terms and Conditions of Service. The Client must allow the cleaner access to hot water and power. All fragile and breakable items must be secured or removed.

The minimum hours per clean are 2 hours for a min period of three months.

Carpet Cleaning

On carpet cleaning service a minimum of £50 charge will be applied.

Once only cleaning

The client is recommended to check the quality of the cleaning work carried out immediately after completion of the work.

1. If the client is not satisfied with the standard of work, he/she should contact the company not more than 48 hours after the completion of the service. Unless good reason is given for late notification of any complaint, the company will not consider any complaints which are notified after such period of 48 hours.
2. When booking a cleaning service, the Client is obliged to provide details of name, address, telephone, e-mail address and the payment details over the phone. As soon as this information has been submitted the Client will be sent an e-mail confirmation one working day before the cleaning session in respect of the Company's Terms and Conditions. The Client accepts these Terms and Conditions unless s/he contacts the Company before the cleaning session has started.
3. In the event of complaint, the client will allow the company to send a cleaner back to the client's property to complete the work to the client's satisfaction and the company will not normally refund any payment if it is not permitted to return to the client's property to complete the job.

Insurance

No Worries Cleaning Services Ltd service is insured by full public and employer's liability cover. The cleaners have full public liability insurance.

Cleaners

No Worries Cleaning Services provide fully vetted, uniformed staff. Our staff are provided to the customers to carry out work as agreed on commencement of contract. Any additional jobs or tasks added, by the customer or the customer's agent, will be charged as an additional charge in addition to the price agreed.

While we at No Worries Cleaning Services Ltd pride ourselves that we are a friendly company and will engage in conversation with customers, please do not hinder or stop our staff from carrying out their duties, as this may result in your cleaning not being carried out in the timescale allotted, or an additional charge for the cleaner's time.

All our staff members are to be treated with respect, and dignity. They are provided to provide a service to the customer. In the event of No Worries Cleaning Services Ltd staff members being disrespected, inappropriate remarks/actions made towards them that they feel unsafe or threatened, we will withdraw our cleaners from an environment where they do not feel comfortable. In such cases the customer will be charged for the full clean, and future services may be withdrawn.

We at No Worries Cleaning Services are an equal opportunities employer, who value diversity within the work place, and ask all customers, agents or persons present to not disrespect our staff members' beliefs or values.

Equipment

No Worries Cleaning Services Ltd will provide all cleaning material and equipment on request. Please note that this may be subject to a surcharge.

End of Tenancy Cleaning

The standard end of tenancy cleaning service does not include cleaning of curtains, balconies, patios, exterior windows and carpets, washing up or laundry. The property must be vacated.

Customers are to pay a 50% deposit prior to start of any work. In the event of a cancellation this will be fully refunded if the cancellation is within the cancellation terms and conditions listed below.

Carpets

No Worries Cleaning Services Ltd will not be responsible for failing to remove old permanent stains that cannot be removed using normal carpet cleaning methods. Existing damage will be reported prior to commencing work.

Claims

No Worries Cleaning Services Ltd has a public and employer's liability insurance which includes "Treatment Risk". The policy will cover any accidental damages caused by an operative working on behalf of No Worries Cleaning Services Ltd. The customer accepts and understands that poor service; breakage/damage or theft must be reported within 24 hours from our service date. Failure to do so will entitle customer to nothing. No Worries Cleaning Services Ltd advises that the customer or a customer's representative must be present at the time of completion of the job, so an inspection can be carried out and any corrections made on site on the same day. If the customer has scheduled an inventory check then it must be scheduled to commence no later than 24 hours after the cleaning job has been carried out. In case of damage No Worries Cleaning Services Ltd will repair the item at its cost and has the right to request proof of purchase and or photographic evidence of the manufacturer i.e. an image of product label to verify the items value. If the item cannot be repaired No Worries Cleaning Services Ltd will rectify the problem by crediting the customer with the item's present actual cash value toward a like replacement from a No Worries Cleaning Ltd source upon payment of cleaning services rendered. If the customer is not completely satisfied with a cleaning job, No Worries Cleaning Services Ltd will re-clean any areas and items to customer's satisfaction.

All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, jewellery, items of sentimental value (the customer will be credited with the items present cash value), art and antiques. Key replacement/locksmith fees are paid only if our operatives lose keys. No Worries Cleaning Services Ltd reserves the right not to be responsible for: cleaning job not complete due to the lack of suitable cleaning materials and/or equipment in full working order, hot water or power; third party entering or present at the customer's 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 cleaning methods; existing damage or spillage that cannot be cleaned/removed completely using provided by the customer cleaning materials and equipment or standard carpet cleaning equipment; any damages caused by a faulty or not in full working order materials/equipment supplied by the customer; accidental damages worth £50 or less; any accidental damages caused by our cleaners if the customer has an unpaid balance owed to No Worries Cleaning Services Ltd.

Cancellation*

Office cleaning

Customer may cancel a scheduled cleaning visit/s by giving at least 24 hours advanced notice by telephone and confirm in writing by email/post/hand delivery. Customer may terminate the whole service by giving two weeks (14 days) advanced notice in writing by email/post/hand delivery and specifying the last cleaning date. Customer agrees to pay the full price of the cleaning visit if the customer cancels or changes the date/time less than 24 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, or problem with customer's keys. If keys are provided they must open the lock without any special efforts or skills. Customer agrees to pay the full price of one cleaning visit in case of a termination of the service if the customer has given less than one-week advanced notice. Customer has the right to terminate the service without giving one-week advanced notice but by giving 24 hours advanced notice by telephone and confirm in writing by fax/email/post/hand delivery before or immediately after the first cleaning visit only.

One-off cleaning

Customer may cancel the scheduled cleaning job at least 24 hours prior to the agreed start time by telephone and confirm in writing by fax/email/post/hand delivery. Customer agrees to pay 20% of total order value cancellation fee per cleaner if the customer cancels or changes the date/time less than 24 hours prior to the scheduled appointment. Customer agrees to pay 20% of total order value cancellation fee per cleaner in the event of a lock-out 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.
End of tenancy cleaning & Carpet cleaning

Customer may cancel the scheduled cleaning job at least 24 hours prior to the agreed start time by telephone and confirm in writing by fax/email/post/hand delivery. Customer agrees to pay 40% of the quote as a cancellation fee if the customer cancels or changes the date/time less than 24 hours prior to the scheduled appointment. Customer agrees to pay 40% of the quote as a cancellation fee in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; no water or power available at customer's premises; or problem with customer's keys. If keys are provided they must open the lock without any special efforts or skills. If an initial deposit has been paid to No Worries Cleaning Services Ltd, then the customer agrees that deposit funds may be used to cover the cancellation fee.

Minimum Cancellation Fee

When a booking is made it must be understood and appreciated No Worries Cleaning Services Ltd has committed manpower and time to service the request. Therefore, when a service is cancelled with less than

24hours notice it often the case No Worries Cleaning Services Ltd will not be able to fill that time with an alternative order. It is also the case the cleaner may already be on route or have been unable to gain access to the property through no fault of theirs and or No Worries Cleaning Services Ltd. Therefore, a minimum fee of 20% of total order value will be incurred to cover the administrative, travel costs and cleaners time. In all cases where the service has been cancelled with less than 24 hours' notice there will be a minimum cancellation fee of 20% of total order value.

Amendment to date & time

Where the date and or time has been amended by the customer whilst the cleaner is on route or due to the cleaner not being able to gain access the minimum fee of 20% of total order value will be charged in addition to the agreed total price of the service.

* Where a service is booked by a consumer the consumer has a statutory right to a 7-day cooling off period whereby the consumer has the right to cancel the service without penalty. Please note this statutory right does not apply where the service has commenced during the 7 day period prior to the cancellation notice being given and or the consumer has acknowledged our terms of service by sending us their acknowledgement to be bound by our terms either by electronic signature, post, fax or hand delivery and as such our standard terms and conditions herein will apply.

For more information on your statutory rights, visit either www.direct.gov.uk or www.adviceguide.org.uk.

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