

TERMS AND CONDITIONS

DEFINITIONS

- a) **Annie's Mobile Cleaning Service Ltd** (registered in England and Wales, registration number 11973091) trading as Annie's Mobile Cleaning Service/Annie's Cleaners.
- b) "**Cleaner/ Cleaning operative**" means the person or firm carrying out cleaning services on behalf of Annie's Mobile Cleaning Service.
- c) "**Client**" means the individual person, firm or corporate body together with any subsidiary or associated company as defined by the Companies Act 1985 to whom the cleaning services are supplied by Annie's Mobile Cleaning Service.

By placing a booking either over the phone, text, website: contact form, email or Fax the client has made a verbal and/or written agreement, and is bound to Annie's Mobile Cleaning Service Terms and Conditions as follows:

SERVICES

REGULAR DOMESTIC CLEANING/HOUSEKEEPING

1. The client understands that the price quoted over the phone or email does not include anything apart from cleaning and ironing labour.
2. The client is under no fixed contract with Annie's Mobile Cleaning Service and either the client or company reserves the right to cancel services at any given time providing minimum 24 hours notice.
3. Annie's Mobile Cleaning Service will not be responsible for triggering any alarm systems. Client should give any special instructions for deactivation/activation of any household alarm systems.
4. If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £15 (excl. VAT).
5. If the client does not have cleaning products and asks Annie's Mobile Cleaning Service to provide required items on their behalf, client understands that an applicable charge will be assessed.
6. Client agrees to provide and/or advice a task list/description of cleaning expectations, all necessary cleaning detergents and equipment for the required work, unless other arrangements have been made with Annie's Mobile Cleaning Service. All cleaning equipment should be safe and in full working order.
7. The booking team can only give a rough estimate for the duration of the cleaning service, which is based on a basic description of the client's house, and tasks outlined to be completed. Please note that duration may vary, therefore a degree of flexibility is required.
8. Minimum duration of 3 hours per cleaning visit applies for all domestic cleaning services.

9. Annie's Mobile Cleaning Service reserves the right to suspend regular cleaning services if 3 consecutive payments are missed upon receiving reminders of outstanding payment.
10. The client agrees to pay for every service prior to the service, on the day or on completion within 24hrs of the cleaning session.

END OF TENANCY CLEANING

1. Annie's Mobile Cleaning Service reserves the right to amend the initial quotation, should the client's original requirements change.
2. If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £15 (excl. VAT).
3. The client understands that the price quoted is inclusive of cleaning labour, cleaning detergents and equipment required to complete the clean.
4. There is no minimum duration of hours required per cleaning visit and this service is not priced per hour, but at a fixed price agreed before the start of the End of Tenancy clean.
5. The booking team can only give an estimate of the duration of the cleaning service, which is based on a basic description of the client's house. Please note that the duration may vary, therefore a degree of flexibility is required.
6. The client understands that additional Parking and Congestion charges may apply.
7. The client is advised that this service may take double the length of time required for a general clean. After Builders Cleaning, After Party Cleaning or badly neglected homes may take up to three times longer than a well-maintained home requiring general cleaning.

ONE-OFF DEEP CLEANING / SPRING CLEANING

1. Annie's Mobile Cleaning Service reserves the right to amend the initial quotation, should the client's original requirements change.
2. A minimum duration of 3 hours per cleaning visit applies.
3. Client agrees to provide a list of tasks, cleaning detergents and equipment needed for the required work, unless other arrangements have been made with Annie's Mobile Cleaning Service.
4. All cleaning equipment should be safe and in full working order.
5. If the customer does not have cleaning detergents, Annie's Mobile Cleaning Service will supply all necessary cleaning detergents for additional costs. (excl. VAT) per booking. This has to be requested at the time of the booking.
6. If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £15 (excl. VAT).
7. The client understands that the price quoted is not a "package deal" and includes only cleaning labour.
8. The booking team can only give an estimate for the duration of the cleaning service, which is based on a basic description of the client's home. Please note that the duration may vary, therefore a degree of flexibility is required.

9. The client understands that additional Parking and Congestion charges may apply.
10. The client is advised that this service may take double the length of time required for a general clean. After Builders Cleaning, After Party Cleaning or badly neglected homes may take up to three times longer than a well-maintained home requiring general cleaning.

CARPET CLEANING & UPHOLSTERY CLEANING

1. Annie's Mobile Cleaning Service reserves the right to amend the initial quotation, should the client's original requirements change.
2. If the client has a dog, cat or other hairy pet then an extra 1-hour charge will be added to the service price due to the extensive amount of animal hair slowing down the cleaning process.
3. The client understands that additional Parking and Congestion charges may apply.
4. All carpet/upholstery cleaning orders are subject to £50 (excl. VAT) minimum call out charge.
5. If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £15 (excl. VAT).

PAYMENTS

1. Each payment is requested prior to service completion.
2. Payments can be made in online using PayPal or BACS transfer on completion of the service.
3. Payments can be made by cheque on completion, please make the cheque payable to 'Annie's Mobile Cleaning Service LTD'. If paying by cheque, a cheque guarantee card is required, and the client will be responsible for all bank and legal charges resulting from a dishonoured cheque.
4. Client understands that any 'late payments' may be subject to additional charges.
5. If payment is not made after 30 days of invoice then the account will be passed to our collection's agency, after which a charge of 15% plus on top of the initial invoice due, will be added to the debt. You agree as part of these Terms and Conditions to pay this sum which represents our reasonable costs in collecting the unpaid amounts.

COMPLAINTS AND CLAIMS

1. The client accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will result in no refunds or recovery cleanings.
2. Annie's Mobile Cleaning Service requires the presence of the client or his/hers representative in the beginning and at the end of the cleaning session as an inspection can be carried out and if any corrections, should be made on the same day.
3. If the client has scheduled an inventory check then it is required to commence no later than 24 hours after the cleaning service has been carried out.

4. Annie's Mobile Cleaning Service will not accept a complaint based on an Inventory check report, filed more than 24-hour after the cleaning service.
5. Annie's Mobile Cleaning Service may take up to 3 - 5 working days to respond to a complaint.
6. Complaints are accepted verbally over the phone and in writing (letter, email or fax). Complaints must be reported on completion or within the following 24-hours after service completion.
7. All fragile and highly breakable items must be secured or removed. Items excluded from liability are cash, jewellery, items of sentimental value (the client will be credited with the items present cash value), art and antiques.
8. Key replacement/locksmith fees are paid only if keys are lost by our cleaning operatives. There is a £30 per household liability limit.
9. Annie's Mobile Cleaning Service agrees to keep all client's information confidential.
10. In case of damage Annie's Mobile Cleaning Service will repair the item at its cost. If the item cannot be repaired, Annie's Mobile Cleaning Service will rectify the problem by crediting the client with the item's present actual cash value, towards a like replacement from an Annie's Mobile Cleaning Service source upon payment of cleaning services rendered.

INSURANCE

1. Annie's Mobile Cleaning Service has full coverage of Public and products Liability, Employers Liability and Crisis containment. The policy will cover any accidental damages caused by our cleaning operatives working on behalf of Annie's Mobile Cleaning Service, reported within 24 hours of service date.
2. Annie's Mobile Cleaning Service reserves the right to refuse to share any of the confidential company's documents.

CUSTOMER SATISFACTION

1. Annie's Mobile Cleaning Service is continuously working hard to improve our level of service for all of our clients, any feedback that may aid this is accepted.
2. All clients understand that he/she is not entitled to any refunds. We recommend checking the property thoroughly before the cleaner leaves. If this is not possible then the complaint will have to be reported within 24 hours. **Complaints received after 24 hours will not be valid.**
3. If there is a complaint, we will send a supervisor to validate your complaint and reclean where necessary.
 - If you arranged for another cleaning or already cleaned the property or were fined by your property management company, we will not be able to reimburse you.
4. In the unlikely event that the client is not completely satisfied with a cleaning service, Annie's Mobile Cleaning service will offer to re-clean any areas and items to meet the client's satisfaction.
5. The client must be present at all times during the re-clean. Annie's Mobile Cleaning Service reserves the right not to return a cleaner more than once.

6. We recommend someone to be present to check the cleaning before the cleaner leaves.

LIABILITY

Annie's Mobile Cleaning Service reserves the right not to be liable for:

1. Completing tasks which are not stated on our client checklist/specified at the time of the booking.
2. A cleaning service not being completed due to the lack of suitable cleaning detergents and/or equipment in full working order, hot water or power supply.
3. Third party entering or present at the client's premises during the cleaning process.
4. Wear or discolouring of fabric becoming more visible once dirt has been removed when cleaning.
5. Failing to remove old/permanent stains that cannot be removed using standard carpet cleaning methods.
6. Existing damage or spillage that cannot be cleaned/removed completely using client provided cleaning detergents and equipment or standard carpet cleaning equipment.
7. Any damages caused by a faulty or not in fully working order detergents/equipment supplied by the client.
8. In any case that the client has got items which need special cleaning methods and special cleaning detergents, Annie's Mobile Cleaning Service reserves the right to refuse the provision of the cleaning detergents.
9. Annie's Mobile Cleaning Service will advise the client to provide the specific cleaning detergents. The booking team will pass cleaning instructions when scheduling appointments and give instruction to the present cleaner.
10. Annie's Mobile Cleaning service holds relevant business insurance policies including Professional Indemnity, Public and products Liability, Employers Liability and Crisis containment.

CANCELLATIONS

ALL SERVICES

1. Client may cancel or adjust the time of a cleaning visit/s by giving at least 12 - 24 hours advanced notice free of charge.
2. Client agrees to pay £15 if the client cancels or changes the date/time less than 12 hours prior to the scheduled appointment
3. Client agrees to pay £25:
 - If the cleaner arrives, but the client is not reachable within 30 minutes and the cleaner cannot access the client's property.
**Fee applied only if a cleaner reported the case to Annie's Mobile Cleaning Service and provided a evidence with unanswered calls to the client and pictures/videos of the door of the client's property.*
 - In the event of a lock-out caused by our cleaners being turned away; no one home to let them in; or problem with client's keys that have been provided.
4. Client may terminate the regular cleaning service by giving at least 24 hours advanced notice in writing (includes via email), giving a reason and specifying the last

cleaning date.

5. All clients understand that he/she is not entitled to any refunds. We recommend checking the property thoroughly before the cleaner leaves. If this is not possible then the complaint will have to be reported within 24 hours. **Complaints received after 24 hours will not be valid.**

AFTER CANCELLATION OF THE CLEANING SERVICE

1. By entering into a service agreement with Annie's Mobile Cleaning Service Ltd, the client agrees that after the termination of the cleaning service he/she will not hire or use any domestic / commercial services provided by a present or past cleaner introduced to the client by Annie's Mobile Cleaning Service. If the customer wishes to hire or use domestic services provided by such a cleaner, then he/she must pay a referral fee of £250.

These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them the client agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom. Annie's Mobile Cleaning Service reserves the right to make any changes to any part of these terms and conditions without giving any prior notice. Should any of the above clauses change all existing clients will be notified. Please check this website for updates.

LAST UPDATED 06/12/2021