

## TERMS & CONDITIONS

Blitz Oxford Cleaning LTD (T/A Blitz Cleaning Oxford)

By accepting a quote and making a booking either over the phone, e-mail or website's contact forms, the customer agrees to be bound the following terms & conditions of Blitz Oxford Cleaning ltd. We are registered in England and Wales under company number 13103251.

Below you can read about the terms and conditions that apply when you book our professional cleaning services in London.

### DEFINITIONS

1.1. In these Terms of Business the following definitions apply:

“The Company”, “We”, “Us” – means

Blitz Oxford Cleaning LTD

“Cleaner”, “Cleaning Operative” – means the person or firm providing cleaning service on behalf of the Company.

“Customer” – means the person or corporate body together with any subsidiary or associated company as defined by the Companies Act 2006 to whom the cleaning service are supplied by the Company.

“Customer’s Address” – means the address where the Customer has requested the cleaning services to be carried out.

“Service” – means the cleaning services provided on behalf of the Company.

“Cleaning Visit” – means the visit to the Customer’s service address by the Cleaner in order to provide the Service.

1.2. Unless the context requires otherwise, reference to the singular include the plural and references to the masculine include the feminine and vice versa.

1.3. The Headings contained in these Terms are for convenience only and do not affect their interpretation.

### CONTRACT

2.1 These Terms and Conditions represent a contract between Blitz Oxford Cleaning LTD and the Customer.

2.2 Both parties will ensure that their respective responsibilities under this agreement are undertaken in compliance with all statutory regulations and codes of conduct.

2.3 The Customer agrees that any use of the Company's cleaning service, including placing an order for services by phone, live chat, email, website forms will constitute the Customer's acceptance of these Terms and Conditions.

2.4 Unless otherwise agreed in writing by a manager of the Company, these Terms and Conditions will prevail over any other terms of business or purchase conditions put forward by the Customer.

2.5 No variation or alteration of these Terms and Conditions will be valid unless approved in writing by a manager of the Company.

## QUOTATIONS

3.1. Cleaning service is charged hourly per bedroom and bathroom.

3.2. All quotations are given by the Company following a request by the Customer and will remain open to acceptance for a period of 30 days from their date.

3.3. We reserve the right to amend the initial quotation, should the Customer's original requirements change.

## EQUIPMENT

4.1. The Company will provide all cleaning supplies required to provide the cleaning services.

4.2. The Customer must provide running water and electricity at the premises where the cleaning services take place.

## PAYMENT

5.1 The Customer must make payment either by our online booking process, by cash, card or Bank Transfer before the cleaner leaves the Customer's property.

5.2 Although greatly appreciated and a powerful way to say 'Thank you', the Customer understands that tipping is not required.

5.3 We reserve the right to charge interest on invoiced amounts unpaid for more than 14 days at the rate of 8% per annum above the Bank of England base rate from the due date until the date of actual payment under the Late Payments Act.

5.4 Where such alternative arrangements have been made the Customer must make payment within 14 days of the invoice date.

5.5 The rates of payment by the Company will be as agreed between the Company and the Customer, or his representative. The Customer will make no reduction or retention from the sum due under any invoice.

## CANCELLATION

6.1. The Customer can cancel the scheduled services by giving no less than 48 hours prior notice in writing. If the service is booked with less than 48-hours from when it takes place, the Client waives the right to cancel the booking. In case the service is cancelled by booking online, the customer will lose their deposit as a cancellation fee. If the Customer reschedules the service to a different day & time, no cancellation/rescheduling fee is required.

6.2. The Customer must pay the full price of the booked service if:

6.3. Our cleaners arrive at the Customer's address and are unable to gain access to the Customer's property, through no fault of the Company. If the customer or third-party have prevented the cleaner to do their job. If keys are provided they must open all locks without any special efforts or skills;

6.4. If the Customer needs to change the cleaning service or time the Company will do its best to accommodate him. Any changes to booked cleaning service are subject to a 48 hours prior notice and availability.

## REFUNDS

7.1. Refund will be issued only if:

7.1.1 The Customer has cancelled a cleaning service within the allowed time of 48 hours prior to the start of the cleaning service;

7.1.2 A cleaner has not been able to provide the cleaning due to reasons beyond the Customer's responsibility.

7.1.3 According to Consumer Rights Act 2015 a price reduction can be issued only if a repeat performance cannot be provided from the Company within a reasonable time frame, which is equal to 14 business days upon completion of the service.

## COMPLAINTS

8.1. We request that complaints or feedback be provided in writing (by letter or email) and include photographic evidence of the issued area and description of the issue within reasonable time of cleaning services completion, to ensure that the details are received in a clear and complete manner. Due to the nature of the service, reasonable time is equal to up to 48 hours upon completion of the service.

8.2. All cleaning services will be deemed to have been provided to the Customer's satisfaction unless a written notice detailing the complaint is received by the Company within reasonable time of services completion. The Company will fully investigate any complaints and attempt to resolve them to the satisfaction of the Customer, or alternatively to a reasonable standard.

8.3. The Customer agrees to allow the Company back to re-clean any disputed areas or repair damaged items, before making any attempts to clean those areas

himself or arranging a third party to provide a cleaning or repair service with regards to the above. Failure to do so will consider the matter is fully settled.

8.4 According to Consumer Rights Act 2015 a repeat performance can be requested only if reasonable and is not in conformity with our requirements for a professional performance of the service.

8.5 Further to Consumer Rights Act 2015, the service should be performed with reasonable care and skills, however if it is in conformity with our requirements for a professional performance of the service or the requested cleaning service is inappropriate for the situation, the company will not be liable for any future issues.

## CLAIMS

9.1. The Customer agrees that due to the nature of the cleaning services the Company guarantees only to correct any problems reported within reasonable time equal to 48 hours upon completion of the cleaning services. Failure to do so will entitle the Customer to nothing.

9.2. We may require entry to the property of the claim as soon as possible in order to rectify the problem.

9.3. The Customer agrees to inspect the work immediately upon the cleaning is done and to draw the cleaners' attention to any outstanding issues while they are still on site. The cleaners will.

9.4. No claims will be entertained if the Customer has an outstanding balance aged more than 14 days.

## LIABILITY

10.1 There is a £150 excess on any claim. This allows us to keep costs low and avoids claims for minor accidental damage that can occasionally occur during the cleaning process. The customers accepts responsibility for this excess.

## SUPPLEMENTARY TERMS

11.1. If the Customer requests key/s to be collected by the Company's operative from an address outside the postal code of the Customer's address then a £10.00 charge will apply. The charge will cover only the pick up of key/s. If said key/s need to be returned back to the pick up address or any other address another charge of £5.00 will apply.

11.2. If any estimates of how long it will take the cleaners to do the job required are being provided that is only an estimate based on the average time it takes to clean a property of similar size to the Customer's, it being difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required.

11.3. The Company reserves the right to make any changes to any part of these Terms and Conditions without giving any prior notice. The Company may add to or alter these Terms and Conditions from time to time and any alterations or additions will apply to new business but not to existing contracts. Please refer to your copy of these Terms and Conditions.

#### REFERRAL CREDIT

12.1. Every Customer of the Company will receive a one-time credit of £10.00 for referring our cleaning service to another Customer. Credit will be issued after we receive cleared funds from the new Customer.