

Hampshire Cleaning Group Professional End of Tenancy Clean Booking Form

Contact Name: _____

Address: _____

Contact Details

Home Tel: _____ Mobile: _____

Email: _____

What Do You Need Cleaning? Please tick

- | | | |
|---|---|---------------------------------------|
| <input type="checkbox"/> Kitchen | <input type="checkbox"/> Number of Bedrooms | <input type="checkbox"/> Conservatory |
| <input type="checkbox"/> Bathroom | <input type="checkbox"/> En Suites | |
| <input type="checkbox"/> Hallway/Lounge | <input type="checkbox"/> Utility Room | |

Optional Extras:

- Carpets
 Oven (Single/Double)

Estimated time to clean?

- 2-3 Hours
 3-4 Hours
 4-5 Hours
 More

Date of Clean: _____

Any Allergies to cleaning products? _____

Please tick to confirm you have completed the following:

- Read our terms and conditions
 Paid your 50% non-refundable deposit*

*remainder is payable on day of clean

Print Name: _____

Sign: _____

Date: _____

By signing this booking form, you agree to our terms and conditions supplied with this form.

Please make deposit payment to: Sort Code: 07 04 36 Account Number: 35580696

Terms and Conditions:

SERVICES

By placing an order over the phone and by email customers are bound to the following 'Hampshire Cleaning Group' Terms and Conditions:

1. REGULAR DOMESTIC CLEANING

- 1.1: The customer agrees to sign and return the Agreement and Standing order forms to Hampshire Cleaning Group within 7 days of placing the order.
- 1.2: 'Hampshire Cleaning Group' fees are payable by the client monthly in advance by Cash, Standing Order and Cheque. These will be paid into our nominated account as per cleaning schedule.
- 1.3: 'Hampshire Cleaning Group' reserves the right to suspend cleaning services if monthly payments are missing or if paper work is not returned to 'Hampshire Cleaning Group' within 7 days of placing the order.
- 1.4: The sales advisors can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's house. Please note that the cleaner may discuss a variation on the planned duration if, in practise, it appears to be required.
- 1.5: Hampshire Cleaning Group agrees to provide a task list and all cleaning detergents and equipment (vacuum cleaner, mop, bucket and portable ladder) required to carry out the service, unless other arrangements have been made with 'Hampshire Cleaning Group'. Any cleaning equipment provided by the customer, should be safe and in full working order.
- 1.6: If collection of keys is required from a location outside the postal code area charges may apply.
- 1.7: A monthly payment will be refunded only if the customer does not require cleaning services for more than 4 weeks.
- 1.8: 'Hampshire Cleaning Group' will not be held responsible for any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.
- 1.9: One month minimum contract length applies for all Regular Cleaning Services.
- 1.10: All the cleaners registered with us and working on our behalf have been fully screened through a personal interview and checking of references and employment history.
- 1.11: We do not employ the cleaners. All the cleaners are self-employed and the payment of Tax and NI as a vetted independent person is their own responsibility.
- 1.12: The Client must allow the cleaner access to hot water and power.
- 1.13: By entering under this Terms and Conditions with 'Hampshire Cleaning Group', after the termination of the cleaning service providing by 'Hampshire Cleaning Group', the Client must not hire or use any home-related services provided by a present or past cleaner introduced to the Client by 'The Hampshire Cleaning Company'. If the Client does wish to hire or use home-related services provided by such a cleaner our referral fee is £250.
- 1.14: In case of a complaint, 'Hampshire Cleaning Group' requires to be notified within 24 hours after completion of the cleaning work.
- 1.15: All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, items of sentimental value, art and antiques.
- 1.16: The insurance policy is subject to a number of further terms and conditions available from the 'Hampshire Cleaning Group'. Any damage caused by bleach is not covered. 'Hampshire Cleaning Group' will not arrange for the insurance referred to if the 'Hampshire Cleaning Group' fee has not been paid by the Client in accordance with terms and conditions of this agreement. An insurance taken out by the Client may void the insurance policy to in this clause in which even and loss will only be recoverable under the policy of the Client.

2. END OF TENANCY CLEANING / SPRING CLEANING / MOVE IN & OUT CLEANING / PROFESSIONAL CLEAN / AFTER PARTY CLEAN

- 2.0: 'Hampshire Cleaning Group' reserves the right to amend the initial quotation, should the client's original requirements change.
- 2.1: If collection of keys is required from a location outside the local area, a transport fee will apply.
- 2.2: The Client must allow the cleaner access to hot water and power.
- 2.3: 'Hampshire Cleaning Group' will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.
- 2.4: 'Hampshire Cleaning Group' will provide all cleaning detergents and equipment (vacuum cleaner, mop, bucket and portable ladder) required to carry out the service, unless the customer want to supply their own
- 2.5: The sales advisors can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's house. Please note that duration may vary therefore a degree of flexibility is required.
- 2.6: All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, items of sentimental value, art and antiques.
- 2.7 In case of a complaint, 'Hampshire Cleaning Group' requires to be notified within 24 hours after completion of the cleaning work.

3. AFTER BUILDERS CLEANING

- 3.1: 'Hampshire Cleaning Group' reserves the right to amend the initial quotation, should the client's original requirements change.
- 3.2: If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £10 charge will apply.
- 3.3 The Client must allow the cleaner access to hot water and power.
- 3.4: 'Hampshire Cleaning Group' will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.
- 3.5: 'Hampshire Cleaning Group' will provide all cleaning detergents and equipment (vacuum cleaner, mop, bucket and portable ladder) required to carry out the service.
- 3.6: The sales advisors can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's house. Please note that duration may vary therefore a degree of flexibility is required.
- 3.7: All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, items of sentimental value, art and antiques.

4. ONE-OFF GENERAL CLEANING

- 4.1: Hampshire Cleaning Group can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's house. Please note that duration may vary therefore a degree of flexibility is required.
- 4.2: Customer agrees to provide a task list and all cleaning detergents and equipment (vacuum cleaner, mop, bucket and portable ladder) required to carry out the service, unless other arrangements have been made with 'Hampshire Cleaning Group'. Any cleaning equipment provided by customer, should be safe and in full working order.
- 4.3: If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £10 charge will apply.
- 4.4: 'Hampshire Cleaning Group' will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.
- 4.5: All the cleaners registered with us and working on our behalf have been fully screened through a personal interview and checking of references and employment history.
- 4.6: We do not employ the cleaners. All the cleaners are self-employed and the payment of Tax and NIN as a vetted independent person is their own responsibility.
- 4.7: The Client must allow the cleaner access to hot water and power.
- 4.10: By entering under this Terms and Conditions with 'Hampshire Cleaning Group', after the termination of the cleaning service providing by 'Hampshire Cleaning Group', the Client must not hire or use any home-related services provided by a present or past cleaner introduced to the Client by 'The Hampshire Cleaning Company'. If the Client does wish to hire or use home-related services provided by such a cleaner our referral fee is £250.
- 4.11: In case of a complaint, 'Hampshire Cleaning Group' requires to be notified within 24 hours after completion of the cleaning work. No claims will be entertained after the above time limit.
- 4.12: All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, items of sentimental value, art and antiques.
- 4.13: The insurance policy is subject to a number of further terms and conditions available from the 'Hampshire Cleaning Group'. Any damage caused by bleach is not

covered. 'Hampshire Cleaning Group' will not arrange for the insurance referred to if the 'Hampshire Cleaning Group' fee has not been paid by the Client in accordance with terms and conditions of this agreement. An insurance taken out by the Client may void the insurance policy to in this clause in which even and loss will only be recoverable under the policy of the Client.

5. PAYMENTS

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

5.2: Payment can be made in cash on completion of the service

5.3: Payment can be made by cheque on completion, please make the cheque payable to 'Hampshire Cleaning Group' Ltd'. If paying by cheque, a cheque guarantee card is required and the customer will be responsible for all bank and legal charges resulting from a dishonoured cheque.

5.4: Payment can be made with debit or credit card via an app. 'Hampshire Cleaning Group' will not share the customer's card details with a third party.

5.5: 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 15% on top of the initial invoice due, will be added to the debt. You agree as part of this contract to pay this sum which represents our reasonable costs in collecting the unpaid amounts.

6. COMPLAINTS & CLAIMS

6.1: The customer 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 entitle customer to no refunds or recovery cleanings.

6.2: 'Hampshire Cleaning Group' may require the presence of the customer 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.

6.3: 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.

6.4: 'Hampshire Cleaning Group' may take up to 7 working days to respond to a complaint.

6.5: 'Hampshire Cleaning Group' will not accept a complaint based on an Inventory check report, filed more than 24-hour after the cleaning session.

6.6: Complaints are accepted verbally over the phone and in writing (letter, email or fax). Complaints must be reported on completion or in the following 24-hour.

6.7: 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.

6.8: Key replacement/locksmith fees are paid only if keys are lost by our operatives. There is a £30 per household liability limit.

6.9: 'Hampshire Cleaning Group' agrees to keep all customers' information confidential.

6.10: In case of damage 'Hampshire Cleaning Group' will repair the item at its cost. If the item cannot be repaired 'Hampshire Cleaning Group' will rectify the problem by crediting the customer with the item's present actual cash value toward a like replacement from a 'Hampshire Cleaning Group's source upon payment of cleaning services rendered.

7. INSURANCE

7.1: 'Hampshire Cleaning Group' has Public liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of 'Hampshire Cleaning Group', reported within 24 hours of service date.

7.2: 'Hampshire Cleaning Group' reserves the right to refuse to share any of the confidential company's documents.

8. CUSTOMER SATISFACTION

8.1: Customer understands that he/she is not entitled to any refunds.

8.2: If the customer is not completely satisfied with a cleaning job, 'Hampshire Cleaning Group' will re-clean any areas and items to customer's satisfaction. Therefore customer must allow the cleaner to be returned.

8.3: Customer may be present at all times during the recovery-clean. 'Hampshire Cleaning Group' reserves the right not to return a cleaner more than once.

9. LIABILITY

9.1: 'Hampshire Cleaning Group' reserves the right not to be liable for:

9.2: Completing tasks which are not stated on our task list;

9.3: Cleaning jobs not complete due to the lack of suitable cleaning detergents and/or equipment in full working order, hot water or power;

9.4: Third party entering or present at the customer's premises during the cleaning process;

9.5: Wear or discolouring of fabric becoming more visible once dirt has been removed;

9.6: Failing to remove old/permanent stains that cannot be removed using standard carpet cleaning methods;

9.7: Existing damage or spillage that cannot be cleaned/removed completely using provided by the customer cleaning detergents and equipment or standard carpet cleaning equipment;

9.8: Any damages caused by a faulty or not in full working order detergents/equipment supplied by the customer.

9.9: If the customer has got items which need special cleaning methods and special cleaning detergents, 'Hampshire Cleaning Group' reserves the right to refuse the provision of the cleaning detergents.

9.10: 'Hampshire Cleaning Group' will advise the client to provide the specific cleaning detergents and to pass cleaning instructions to the sales advisors when placing the order or give instruction to the present cleaner;

10. CANCELLATIONS

10.1: REGULAR DOMESTIC CLEANING

10.2: Customer may cancel or adjust the time of a cleaning visit/s by giving at least 24 hours advanced notice.

10.3: Customer agrees to pay the full price of a cleaning visit if the customer cancels or changes the date/time less than 24 hours prior to the scheduled appointment.

10.4: Customer agrees to pay the full price of the cleaning visit 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.

10.5: Customer may terminate the cleaning service by giving 4 weeks (28 days) advanced notice in writing and specifying the last cleaning date and give reason.

10.6: END OF TENANCY CLEANING/ SPRING CLEANING / AFTER PARTY CLEAN/COMMERCIAL CLEANING.

10.7: 24 hours notice is required if customer should either decide to cancel or re-schedule a cleaning appointment.

10.10: AFTER BUILDERS CLEANING:

10.11: 24 hours notice is required if customer should either decide to cancel or re-schedule a cleaning appointment.

10.12: ONE OFF GENERAL CLEANING:

10.13: 24 hours notice is required if customer should either decide to cancel or re-schedule a cleaning appointment.

11. AFTER CANCELLATION OF THE CLEANING SERVICE

11.1: By entering into a service agreement with 'Hampshire Cleaning Group', the customer agrees that after the termination of the cleaning service he/she will not hire or use any domestic services provided by a present or past cleaner introduced to the customer by 'Hampshire Cleaning Group'. 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 customer agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom. 'Hampshire Cleaning Group' 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 customers will be notified. Please check this website for updates.