

TERMS AND CONDITIONS

NOTE: Please read these terms and conditions carefully. By making a booking you agree to be bound by the terms and conditions below. These terms and conditions are subject to change without notice, from time to time in our sole discretion. We will notify you of amendments to these terms and conditions by posting them to our website.

1. SERVICES

1.1 Sparkle Team Cleaning Services reserves the right to amend the initial quotation, should the client's original requirements change or the condition of the property was not selected

1.2 Any estimated time given are purely for guidance only. Please note that duration may vary therefore a degree of flexibility is required.

1.3 Sparkle Team Cleaning Services do not charge per hour per cleaner and the number of operatives attending your property may vary. The number of operatives in a team cannot affect the initially quoted price.

1.4 Sparkle Team Cleaning Services will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.

1.5 Parking costs may apply and must be paid by the customer if there is no allocated parking at the property.

1.6 The Client shall ensure that all valuables are stored away when work is carried out and that the property is supervised by the Client or his representative at all times during the course of the work. The Company shall not be responsible for the Clients failure to comply with this obligation.

1.7 Fridges and Freezers should be emptied and defrosted prior to our arrival and turned off so we can clean them. Failure to do so will void the Free Reclean Guarantee.

1.8 The client must provide electricity and hot running water at the premises where the clean is conducted. If they fail to do so Sparkle Team Cleaning Services cannot be held responsible for incomplete or delayed work.

2. SPECIAL CONDITIONS

2.1 Sparkle Team Cleaning Services are not licensed to clean properties that have been infected by vermin. This is a specialist service that requires a pest control company.

2.2 The price quoted will include the items listed on our standard cleaning list and will not include any additional extras unless requested and paid by the customer.

2.3 If your property is in a poor condition or larger than the standard size which required more cleaning and was not selected from our quote box, you may be charged an extra (under cleaner's discretion)

2.4 Sparkle Team Cleaning Services may cancel or reschedule a service, where any accident or any unexpected or unforeseeable circumstances arise prior or during the cleaning date. The Company will not be liable to the Client in any way if cleaning is cancelled further to this clause.

2.5 Sparkle Team Cleaning Services reserves the right to cancel the service if:

- (a.) The condition of property is hazardous to the health and well-being of our cleaners.
- (b.) The Client has misrepresented any information/facts or has given us incorrect property description.
- (c.) Lack of normal working conditions for cleaning (e.g. lack of water, electricity or poor lighting conditions, or the presence of a third party, such as builders or removal men).
- (d.) If our Cleaners are verbally, physically abused or discriminated in any way.

3. PAYMENT

3.1 Upon the act of arranging a booking for any type of clean, you confirm that you have read and agreed with Sparkle Team Cleaning Services Payment terms and conditions, as well as the general Terms and conditions.

3.2 Sparkle Team Cleaning Services requires a part payment to be made before your cleaning day via Transfer Payment.

3.3 All Invoices/certificates will not be issued until full payment has been received from the customer.

3.4 In the event that customer does not pay the final payment, pursuant to Clause 5 on a voluntary basis or on request from our company, we reserve the right to:

- (a.) Take legal action to pursue the customer for the amount due.
- (b.) Publish the name of the customer as a Bad Debtor in the local newspaper and other media if the amount has not been paid within the rational terms given.
- (c.) Report the customer as a Bad Debtor to the relevant financial institutions in the UK

4. CLAIMS

4.1 No refund claims will be entertained once the cleaning service has been carried out. However, we will be more than happy to assist you in every possible way to ensure you get the full value of our service.

4.2 All complaints must be received in writing by email. Sparkle Team Cleaning Services will not be liable for verbal requests/complaints made by Client either to cleaners or office staff. After the work being completed, all the service shall be deemed to have been carried out to the Client's satisfaction unless a written notice is received within 7 calendar days for Cleaning complaints, and within 48 hours for damaged/lost items or any other complaints. The company will fully investigate any complaint and attempt to resolve it to satisfaction of the client, or alternatively to a reasonable standard.

4.3 If the customer is not completely satisfied with a cleaning job, Sparkle Team Cleaning Services will re-clean any areas and items to customer's satisfaction per landlord or estate agent's request only.

4.4 In the unlikely event of a required re-clean, Sparkle Team Cleaning Services requires to be notified within seven (7) calendar days after completion of the cleaning work. No claims for recleans will be entertained after the above time limit. Lisa's Cleaning Service will always go back to the property to reclean any areas missed. We ask all customers to please stay calm and work with us to resolve these unfortunate events, you are in safe hands.

4.5 The customer must allow Sparkle Team Cleaning Services to organise and brief our cleaning team within 3-5 business days. The estate agent or customer must be at the property with a list of the

areas missed and to inspect the cleaners work and sign it off before the cleaner leaves. After this our transaction will be deemed as ended.

4.6 The Client agrees to inspect the work immediately after its completion and to draw the cleaner's attention to any outstanding cleaning issues while they are still on site.

4.7 For move in/out cleans through a landlord or homeowner. You must check over the cleaners work before they leave and if necessary ask them to clean any areas which you feel is unsatisfactory. We will not come out and re-clean after the cleaner has left.

4.8 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.

6. INSURANCE

6.1 Sparkle Team Cleaning Services operators are self-employed and have their Public and Employer's liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of Lisa's Cleaning Services, reported within 24 hours of service date.

6.2 The Client is obliged to warn the cleaner about appliances/furnitures that are poorly fixed or not in full working order.

6.3 The insurance coverage does not include anything that may break down or stop working at any time such as: dishwasher, washing machine, oven, cookers, extractor fans, fridge, freezer, instability of which the Client is already aware for such as bathroom appliances or any fixtures. Lisa's Cleaning Services reserves the right to carry out an internal investigation into any claims made by the client.

6.4 Sparkle Team Cleaning Services reserves any right to refuse disclosure of confidential company documents.

7. LIABILITY

7.1 Sparkle Team Cleaning Services reserves the right not to be liable for;

7.2 Completing tasks which are not stated on our Checklist. Cleaning jobs not complete due to the lack of hot water or power.

7.3 Non satisfactory result from the service due to the Client or third party walking on wet floors or using appliances during or shortly after the cleaning process.

7.4 Any odours arising during and/or after cleaning when this is due to factors such as, lack of ventilation, and/or appropriate heating.

7.5 Sparkle Team Cleaning Services do not guarantee to make an item spotlessly clean if it's deteriorated due to fair wear and tear.

7.6 Failing to remove old/hard stains, burns, spillages etc. that cannot be removed completely by the Lisa's Cleaning Team using standard carpet cleaning methods. We do not guarantee removal of any marks or stains.

7.7 Existing damage, burns, marks or spillages (on the wall, work top, furniture or anything inside the property) that cannot be cleaned/removed completely using the standard cleaning method and equipment.

7.8 If the customer has got items which need special cleaning methods and special cleaning detergents, Lisa's Cleaning Team reserves the right to refuse the provision of the cleaning detergents.

7.9 The Company shall not be responsible for damage due to faulty and/or improper installation of any item. All surfaces (i.e., marble, granite, etc.) are assumed sealed and ready to clean without causing harm.

8. CANCELLATIONS

8.1 Once booked, there will be a cancellation fee, this is to cover the cost of processing your booking.

9. VAT

9.1 The Company is currently not charging VAT.

10. EMPLOYEES

10.1 All Cleaners are self-employed and have their own insurances to cover injury at work, damage to any property that they are working in, on and around.

10.2 Sparkle Team Cleaning Services is not responsible for these and any claims should be through the contractor.

11. OUR GUARANTEE

11.1 Sparkle Team Cleaning Services has built its business and reputation by providing its clients with the best possible cleaning service available.

11.2 If the Client is not happy with the Company's service for any reason, the Cleaning Team will come back to the Client's home and re-clean to his/her complete satisfaction. (Please refer to Section 4, about CLAIMS)

11.3 We advise all Clients that they must be completely moved and their possessions out, and all rubbish removed prior to the clean taking place, if this has not been done, Sparkle Team Cleaning Services can still carry out the clean, however it will void our free reclean guarantee.

PLEASE NOTE:

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. Sparkle Team Cleaning Services 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.