

Terms & Conditions

The adoption of our cleaning services is acceptance of our terms and conditions as an implied contract and therefore is enforceable in law, which does not require these conditions to be agreed in the written form.

Regular Cleaning

Cleaning Manchester Ltd will perform the work specified by the Client in a professional manner. Cleaning Manchester Ltd will agree a specification with the client and will deliver to that specification. Any extra activity outside the agreed specification will require an extra assessment of time and an agreed payment in return.

Work cannot take place until this specification is signed and agreed along with these terms and conditions. If work is undertaken before these terms and conditions are returned then the client will have accepted these terms as “implied” and therefore legally binding.

Cleaning Manchester Ltd reserves the right to make changes to any part of these Terms and Conditions without notice.

By ordering a Cleaning Manchester Ltd service via telephone, e-mail, fax or website the client is agreeing to be bound by Cleaning Manchester Ltd Terms and Conditions of Service and the “implied” nature of the contract.

Regular Cleaning

We ask that the Client must allow the cleaner access to hot water and power. All fragile or breakable items must be secured or removed. We ask that you provide a safe environment to work in, no person under 18 should be left alone in the house/property without a parent/guardian being present.

We work to a minimum specification of 2 hours per fortnight for a min period of three months. This is the minimum contractual time you need to book with us.

An electronic invoice will be issued on completion of the work as a minimum these will be issued weekly and payment for NEW customers may take the form of advance payment or payment on the day.

Existing customers will be invoiced weekly/monthly as agreed with Cleaning Manchester Ltd.

We require all invoices to be paid within 7 days by bank transfer or credit/debit card unless agreed with Cleaning Manchester Ltd which may incur an additional charge to reflect the extra work.

Outstanding invoices - Commercial and Domestic Customers

We are unable to provide services to any client who has an outstanding invoice that has not been paid.

We reserve the right to apply interest and compensation to outstanding commercial invoices using the Late payment and Commercial debt Act to outstanding commercial payments.

Commercial and Domestic Customers subject to credit checking are required to:

Pay outstanding invoices within 7 days from date of invoice issue.

Outstanding invoices on day 8 will incur a 8% interest on the invoice total plus a Compensation Fees.

Simple (not compound) interest is calculated at the rate of 8% above a reference rate based on the Bank of England base rate. The reference rate is set each six months for the following six months as the base rate on 31 December and 30 June. You choose your reference rate based on the six month period in which the invoice became due.

$$\text{Interest charge} = \text{debt} \times \text{interest rate} \times \frac{\text{the number of days late}}{365}$$

What Compensation Fees can be Applied?

In addition to charging interest on late payments, the supplier can charge the debtor for costs associated with recovering the overdue debt. This is made up of two parts, first a fixed compensation charge as follows.

Value of unpaid debt	Compensation Charge
Up to £999.99	£40
£1,000 to 9,999.99	£70
£10,000 or more	£100

One Off Cleaning

We can only undertake one off cleaning once we have agreed the specification and payment has been received in advance if you are a new customer to Cleaning Manchester Ltd.

The client is recommended to check the quality of the cleaning work carried out immediately after completion of the work. Clients are required to be present on completion of the work to sign off the cleaners work.

We will agree the specification of that work with the client before commencing work and ensuring safe conditions of work.

1. In the event that the client is not satisfied with the standard of work, he/she should contact the company not more than 1 hour 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 1 hour.

2. When booking a one off cleaning service, the Client is obliged to provide details of name, address, telephone, e-mail address and the payment is made via the secure link on the website. 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 The Client contacts the Company before the cleaning session has started.
3. We ask all clients booking a "one off" clean who are not an existing or previous client to pay for all services in advance either by credit/debit card, cash or bank transfer.
4. 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

Cleaning Manchester Ltd service is insured by full public and employer's liability cover. The cleaners have full public liability insurance.

Cleaning Manchester Ltd has also insurance covering other events including breakages. Clients are required to contact us within 24 hours of the event. Failure to contact us within 24 hours invalidates the insurance claim with our insurers and we are unable to support the claim.

Equipment:

Cleaning Manchester Ltd will provide all cleaning materials 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 walls, ceilings, curtains, balconies, patios, exterior windows and carpets, washing up or laundry. The property must be vacated. These services can be provided but at an extra cost.

Any property that is furnished will incur an extra 20% surcharge.

Carpets

Cleaning Manchester 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

Cleaning Manchester Ltd have public and employer's liability insurance. The policy will cover any accidental damages caused by an operative working on behalf of Cleaning Manchester 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 invalidate any claims. Cleaning Manchester 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 Cleaning Manchester 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 so as to verify the items value. If the item cannot be repaired Cleaning Manchester Ltd will rectify the problem by crediting the customer with the item's present actual cash value toward a like replacement from a Cleaning Manchester Ltd source upon payment of cleaning services rendered. If the customer is not completely satisfied with a cleaning service provided, Cleaning Manchester Ltd will clean any areas and items to customer's satisfaction.

All fragile and highly breakable items must be secured or removed.

Key replacement/locksmith fees are paid only if our operatives lose keys. Cleaning Manchester Ltd reserves the right not to be responsible for cleaning services not completed due to the lack of hot water or power; third party entering or present at the customer's premises during the cleaning process; wear or discolouration 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 Cleaning Manchester Ltd.

Cancellation of services.

Regular Domestic Cleaning, Office Cleaning, One Off Cleaning

Customers may cancel/postpone/rearrange a scheduled cleaning visit/s by giving at least 48 hours advanced notice by telephone and confirm in writing by fax/email/post/hand delivery. If customers cancel within that period unless there are exceptional circumstances of an emergency nature Cleaning Manchester Ltd reserve the right to levy up to 100% of the charge for the missed appointment.

If customers "miss" an appointment and the cleaner is on site, Cleaning Manchester Ltd reserve the right to levy up to 100% of the charge for that visit. This also covers circumstances whereby the cleaner is unable to gain access to being locked out or keys unable to operate locks.

Customer may terminate the whole service by giving four weeks (28 days), except within the first 3 months when the notice period is at the end of that period advanced notice in writing by fax/email/post/hand delivery and specifying the last cleaning date. Cleaning Manchester Ltd reserves the right to levy 100% of the outstanding charges that would had occurred should we continued cleaning and an early cancellation fee of not less than 50 pounds.

Cleaning Manchester Ltd reserve the right to terminate the service by giving four weeks advanced notice, unless the circumstances relate to conduct, non payment or health & safety conditions at the site on which point we reserve the right to terminate the service with immediate effect.

Our Staff

Our staff are diligent hard working people and we ask our clients to treat them with respect that they deserve.

Our staff are exactly that so please refrain from asking them to work for you freelance it often causes embarrassment to the cleaner and is against their terms and conditions and yours.