

# Terms and Conditions



## 1. SERVICES

### A. Domestic Cleaning

1. The Customer agrees to sign and return the Contract Agreement prior to the first cleaning service.
2. The customer agrees to pay fees on a monthly basis via Bank transfer or other agreed method.
3. Vortex Property Care reserves the right to suspend cleaning services if weekly payments are missing or if the paperwork is not returned before the first cleaning service.
4. Minimum cleaning visit of 2 hours for all domestic cleaning services.
5. Vortex Property Care can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customers needs. Please note that duration may vary therefore a degree of flexibility is required.
6. Customer agrees to provide a task list and all necessary cleaning detergents and equipment for the required work, unless arrangements have been made with Vortex Property Care. All equipment should be safe and in full working order.
7. If the customer does not have cleaning detergents or equipment and asks Vortex Property Care to supply the appropriate equipment necessary on their behalf, the customer understands that there will be an additional charge.
8. Vortex Property Care will not be responsible for triggering alarm systems. Customer should give any special instructions for activation/deactivation of any household alarm systems.
9. The customer understands that the price quoted over the phone or email is a rough estimate, which is based on a basic description of the customers house and does not include anything apart from the cleaning service.

### B. End of Tenancy Cleaning

1. Vortex Property Care reserves the right to amend the initial quotation, should the clients original requirements change.
2. If collection of keys is required from a location other than that of the scheduled property a £10 charge will be imposed.
3. The customer understands that the price quoted is not a “package deal” and includes labour only
4. Minimum duration of 4 hours per cleaning visit applies.
5. Customer agrees to provide a task list and all necessary cleaning detergents and equipment for the required work, unless arrangements have been made with Vortex Property Care. All equipment should be safe and in full working order.
6. If the customer does not have cleaning detergents or equipment and asks Vortex Property Care to supply the appropriate equipment necessary on their behalf, the customer understands that there will be an additional charge.
7. The customer understands that the price quoted over the phone or email is a rough estimate, which is based on a basic description of the customers house

and does not include anything apart from the cleaning service. Please note that duration may vary therefore a degree of flexibility is required.

8. The customer is advised that an End Of Tenancy cleaning may take double the length of time required for a general clean. After building cleaning, after Party Cleaning or badly neglected homes may take up to three times longer than a well maintained home.

### **C. One-off Clean / Spring Clean**

1. Vortex Property Care reserves the right to amend the initial quotation, should the clients original requirements change
2. Minimum 3 hours per cleaning visit applies.
3. Customer agrees to provide a task list and all necessary cleaning detergents and equipment for the required work, unless arrangements have been made with Vortex Property Care. All equipment should be safe and in full working order.
4. If the customer does not have cleaning detergents or equipment and asks Vortex Property Care to supply the appropriate equipment necessary on their behalf, the customer understands that there will be an additional charge.
5. If collection of keys is required from a location other than that of the scheduled property a £10 charge will be imposed.
6. The customer understands that the price quoted is not a “package deal” and includes labour only
7. The customer understands that the price quoted over the phone or email is a rough estimate, which is based on a basic description of the customers house and does not include anything apart from the cleaning service. Please note that duration may vary therefore a degree of flexibility is required.
8. The customer is advised that an End Of Tenancy cleaning may take double the length of time required for a general clean. After building cleaning, after Party Cleaning or badly neglected homes may take up to three times longer than a well maintained home.

### **D. Carpet Clean and Upholstery Clean**

1. Payment is required on completion on the day of the cleaning session.
2. If the customer has a cat or a dog or other hairy pet then an extra 30% charge will be added to the service due to excessive amounts of animal hair slowing down the cleaning process.
3. We are not liable for wear or discolouration of fabric become more visible after the cleaning process.
4. We are not liable for failing to remove old/permanent stains that cannot be removed using standard carpet cleaning processes.
5. We are not liable for existing damage or spillage that cannot be cleared/removed completely using standard cleaning detergents or cleaning equipment.
6. The client understands that additional parking and congestions charge may apply
7. If collection of keys is required from a location other than that of the scheduled property a £10 charge will be imposed.

## **E. Mattress Cleaning**

1. Vortex Property Care reserves the right to amend the initial quotation, should the clients original requirements change
2. All mattress cleaning orders are subject to a minimum £55 call out charge
3. If collection of keys is required from a location other than that of the scheduled property a £10 charge will be imposed.
4. The client understands that additional parking and congestions charge may apply

## **F. Gardening Service**

1. Vortex Property Care reserves the right to amend the initial quotation, should the clients original requirements change
2. Vortex Property Care will supply the appropriate equipment necessary for the gardening service.
3. If collection of keys is required from a location other than that of the scheduled property a £10 charge will be imposed.
4. The client understands that additional parking and congestions charge may apply.
5. Up to 180Liters of Garden Waste will be removed and disposed of free of charge.
6. Garden waste over 180Liters will be collected and stored on the customers property in a specified area of their choosing. If garden waste is to be removed and disposed of by Vortex Property Care an additional charge will be added.
7. Vortex Property Care reserves the right to refuse removal of garden waste for any reason including: if it is deemed either unreasonable or not appropriate for the contractor.

## **G. Office/Commercial Cleaning**

1. Vortex Property Care reserves the right to amend the initial quotation, should the clients original requirements change
2. Customer agrees to provide a task list and all necessary cleaning detergents and equipment for the required work, unless arrangements have been made with Vortex Property Care. All equipment should be safe and in full working order.
3. If the customer does not have cleaning detergents or equipment and asks Vortex Property Care to supply the appropriate equipment necessary on their behalf, the customer understands that there will be an additional charge.
4. If collection of keys is required from a location other than that of the scheduled property a £10 charge will be imposed.
5. The client understands that additional parking and congestions charge may apply

## **2. PAYMENTS**

1. Payment is requested on completion on the day of the cleaning service unless a weekly/fortnightly/monthly payment agreement has been arranged.
2. If payment is Invoiced payment is required within 14 days of date of Invoice

3. Payment can be made by cash, bank transfer/Direct Debit or cheque.
4. Vortex Property care will not share customers card details with any third party.
5. The Customer agrees that any outstanding amount owed be charged from the debit/credit card the customer has provided at the time of the booking.
6. The customer understands that any late payments may be subject to additional charges
7. If payment is not made after 30 days of invoice then the account will be passed to our collection agency, after which a charge of 15% of the initial bill will be added to the debt. You agree as part of this contract to pay the sum which represents our reasonable costs in collecting the unpaid amount.

### **3. COMPLAINTS AND CLAIMS**

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 cleaning's.
2. Vortex Property Care requires the presence of the customer or his/her representative in the beginning and at the end of the cleaning service as an inspection can be carried out and any corrections, be made on the same day.
3. If the customer has scheduled an inventory check then it must commence no later than 24 hours after the cleaning service has completed.
4. Vortex Property Care will not accept a complaint based on an inventory check filed more than 24 hours after the cleaning service.
5. Complaints are accepted over the phone or via email and also in writing. Complaints must be reported following a cleaning service and no later than 24 hours after the completion on a cleaning service.
6. All fragile and highly breakable items must be secured or removed. Items excluded from liability include: cash, jewellery, items of sentimental value art and antiques.
7. Vortex Property Care agrees to keep all customers information private and confidential.
8. In case of damage Vortex Property Care will repair the item at its costs. If the item cannot be repaired Vortex Property Care will rectify the problem by crediting the customer with the items present cash value towards a like replacement, from a Vortex Property Care source upon payment of the cleaning service.

### **4. INSURANCE**

1. Vortex Property Care has Public and Employees liability Insurance. This policy will cover any accidental damages the operator working on behalf of Vortex Property Care, reported within 24 hours of the cleaning service date.
2. There is an excess of £250 on any claim, of which half will be paid for by the customer and the other half by Vortex Property Care.
3. Vortex Property Care reserves the right to refuse to share any of the confidential company's documents.

### **5. CUSTOMER SATISFACTION**

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

2. If the customer is not completely satisfied with a service, Vortex Property Care will re-clean/service any areas and items to the customers satisfaction. Therefore the customer must allow the contractor to return.
3. The Customer must be present at all times during the recovery clean/service. Vortex Property Care reserves the right not to return a contractor more than once.

## **6. LIABILITY**

1. Vortex Property Care reserves the right not be to liable for:
2. Completing tasks that are not on our task list.
3. Cleaning jobs not completed due to the lack of suitable cleaning detergents and/or lack of equipment that is not in full working order and including water and power.
4. Third party entering or present at the customer premises during the cleaning/service process.
5. Wear or discolouration of fabric becoming more visible after the cleaning process.
6. Failing to remove old /permanent stains that cannot be removed using standard carpet cleaning processes
7. Existing damage or spillage that cannot be cleaned/removed completely using detergents and equipment supplied by customer and or standard carpet cleaning equipment.
8. Any damages caused by faulty or not working detergents/equipment supplied for by the customer
9. If the customer has items which need special cleaning methods and special detergents, Vortex Property Care reserves the right to refuse the provision of the cleaning detergents.
10. Vortex Property Care will advise the customer to provide the specific cleaning detergents and to pass the cleaning instructions to the present contractor.

## **7. CANCELLATION**

### **A. Regular Domestic Cleaning**

1. Customer may cancel or adjust the time of a service/visits by giving at least 24 hours notice in advance
2. Customer agrees to pay the full price of the cleaning visit if the customer cancels or changes the date/time less than 24 hours of the scheduled service.
3. Customer agrees to pay the full price of the clean in the event that the contractor is locked out caused by; the cleaner been turned away, no one home to let them in, problems with the customers keys.
4. If keys are provided they must open the lock without and special skills or efforts.
5. Customer may terminate the cleaning service by giving 7 days advance notice in writing or via email, and specifying the last cleaning date and giving reason.

### **B. End of Tenancy Cleaning**

1. Customer agrees to pay 40% of the quote as a cancellation fee if the customer cancels or changes the date/time less than 48 hours prior to the scheduled service.
2. Customer agrees to pay 40% of the quote as a cancellation fee in the event that the contractor is locked out caused by; the cleaner been turned away, no water or power available at the premises, no one home to let them in, problems with the customers keys.
3. If keys are provided they must open the lock without and special skills or efforts. If an initial deposit has been taken then the customer agrees that the deposit funds may be used to cover the cancellation fee.

#### **C. One-Off Cleaning**

1. 48 hours notice is required if the customer should either decide to cancel or re-schedule a cleaning appointment.
2. Customer agrees to pay 40% of the quote as a cancellation fee if the customer cancels or changes the date/time less than 48 hours prior to the scheduled service.
3. Customer agrees to pay 40% of the quote as a cancellation fee in the event that the contractor is locked out caused by; the cleaner been turned away, no water or power available at the premises, no one home to let them in, problems with the customers keys.
4. If keys are provided they must open the lock without and special skills or efforts. If an initial deposit has been taken then the customer agrees that the deposit funds may be used to cover the cancellation fee.

#### **D. Carpet and Upholstery Cleaning**

1. 48 hours notice is required if the customer should either decide to cancel or re-schedule a cleaning appointment.
2. Customer agrees to pay 40% of the quote as a cancellation fee if the customer cancels or changes the date/time less than 48 hours prior to the scheduled service.
3. Customer agrees to pay 40% of the quote as a cancellation fee in the event that the contractor is locked out caused by; the cleaner been turned away, no water or power available at the premises, no one home to let them in, problems with the customers keys.
4. If keys are provided they must open the lock without and special skills or efforts. If an initial deposit has been taken then the customer agrees that the deposit funds may be used to cover the cancellation fee.

#### **E. Gardening Service**

1. 48 hours notice is required if the customer should either decide to cancel or re-schedule a gardening service appointment.
2. Customer agrees to pay 40% of the quote as a cancellation fee if the customer cancels or changes the date/time less than 48 hours prior to the scheduled service.
3. Customer agrees to pay 40% of the quote as a cancellation fee in the event that the contractor is locked out caused by; the cleaner been turned away, no water or power available at the premises, no one home to let them in, problems with the customers keys.

4. If keys are provided they must open the lock without and special skills or efforts. If an initial deposit has been taken then the customer agrees that the deposit funds may be used to cover the cancellation fee.

#### **F. Office Cleaning**

1. Customer may cancel or adjust the time of a service/visits by giving at least 24 hours notice in advance
2. Customer agrees to pay the full price of the cleaning visit if the customer cancels or changes the date/time less than 24 hours of the scheduled service.
3. Customer agrees to pay the full price of the clean in the event that the contractor is locked out caused by; the cleaner been turned away, no one home to let them in, problems with the customers keys.
4. If keys are provided they must open the lock without and special skills or efforts.
5. Customer may terminate the cleaning service by giving 7 days advance notice in writing or via email, and specifying the last cleaning date and giving reason.

#### **G. After Cancellation of the Cleaning/Service**

1. By entering into a service agreement with Vortex Property Care, the customer agrees that after the termination of the cleaning/service, he/she will not hire or use any domestic services provide by a present or past Vortex Property Care contractor. If the customer wishes to hire or use domestic/commercial services provided by such a contractor then he/she must pay a referral fee of £500 directly to Vortex Property Care.
2. By signing this contract you agree to the Terms and Conditions of Vortex Property Care