

**Sparkle London Limited reserves the right to make any changes to any part of these Terms and Conditions without giving any prior notice.**

**By ordering Sparkle London Limited Services the Client agrees to be bound by Sparkle London Terms and Conditions.**

## **1. REGULAR DOMESTIC CLEANING SERVICES**

- 1 Minimum of 2 hours per cleaning visit applies.
- 2 Sparkle London Limited provides regular domestic cleaning at a rate of £14/hour for cleaning services arranged on a weekly or fortnightly basis.
- 3 Sparkle London Limited reserves the right to suspend cleaning services if payments are not made.
- 4 If any estimates of how long it will take our operatives to undertake the work required are being provided that is only an estimate based on the average time it takes to clean a home of a similar size to the Client's. The estimate being based on information provided by the client. Should this information be incorrect Sparkle London Limited reserve the right to charge the appropriate amount for undertaking the work.
- 5 The Client agrees to provide a list of tasks and all cleaning materials and equipment needed for the required work, unless other arrangements have been made with Sparkle London Limited. If the Client does not have cleaning materials and requests Sparkle London Limited to purchase requested items on their behalf, she/he understands that an applicable charge will be raised and will need to be paid in full by the Client.
- 6 All cleaning equipment should be safe and in full working order.
- 7 The Client understands that the quote provided includes only cleaning services.
- 8 Should a Sparkle London Limited operative be required to collect keys from a third party's address outside the postal code of the premises where work is to be carried out, then an appropriate charge will apply (minimum £10.00).
- 9 Sparkle London Limited will not be responsible for triggering any alarm systems. The Client should give any special instructions for deactivation/activation of any household alarm systems.
- 10 Sparkle London Limited reserves the right not to continue with an instruction if, on inspection, it is found that the material to be cleaned is not suitable for cleaning.
- 11 Sparkle London Limited will not continue with the job if there is not adequate water or power available or if there is interference in the work from the client or any other person.

## **2 END OF TENANCY CLEANING/SPRING AND ONE OFF CLEANING/ AFTER BUILDERS CLEANING**

- 1 Minimum of 3-4 hours per cleaning visit applies (depending on size of property).
- 2 Sparkle London Limited provides end of tenancy, one-off and spring cleaning at a rate of £14/hour per person for cleaning services. After builders cleaning is charged £20/hour per person.
- 3 If any estimates of how long it will take our operatives to undertake the work required are being provided that is only an estimate based on the average time it takes to clean a home of a similar size to the Client's. The estimate being based on information provided by the Client. Should this information be incorrect Sparkle London Limited reserve the right to charge the appropriate cleaning for undertaking the work.
- 4 The client 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.
- 5 All cleaning equipment provided by the Client should be safe and in full working order.
- 6 The Client understands that the price he/she has been quoted is not for a "package deal" and does not include anything apart from cleaning charge.
- 7 The End of Tenancy Cleaning, One Off/ Spring Cleaning and an After Builders Cleaning do not include cleaning of: walls, ceilings, curtains, exterior windows, balcony, patio, gardens, washing up, laundry and professional carpet and upholstery cleaning.
- 8 If a Sparkle London Limited operative needs to collect keys from a third party's address outside the postal code of the premises where work is to be carried out then a collection charge will apply (minimum £10.00).
- 9 Sparkle London Limited will not be responsible for triggering any alarm systems. The Client should give any special instructions for deactivation/ activation of any household alarm systems.
- 10 The Client should be advised that an end of tenancy clean, after builders clean, post party clean or badly neglected homes will take longer than a well-maintained home requiring the same service.
- 11 Sparkle London Limited reserves the right not to continue with an instruction if on inspection, it is found that the material to be cleaned is not suitable for cleaning. Sparkle London Limited will not continue with the job if there is not an adequate supply of water or power available or if there is interference in the work from the Client or any other person.

#### 4 **PAYMENTS**

- 1 Payment is requested at the time of booking and no services will be provided until full payment has been made.
- 2 Payment may in some instances be made with debit or credit card over the phone in advance) of service delivery.
3. If payment is made by credit card a 3% surcharge will apply. Sparkle London Limited will not share the client's card details or information with a third party.
- 4 The Client agrees and authorises Sparkle London Limited to charge any outstanding amount owed to Sparkle London Limited with regards to the cleaning services provided, plus parking and congestion charge fees (if any) and up to the total amount of the booked services to the debit/credit card the client has provided.
- 5 The Client understands that any 'late payments' may be subject to additional charges.
- 6 If payment is not made after 30 days of invoice then the account will be passed to a 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.

## **5 COMPLAINTS AND CLAIMS**

- 1 The Client 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.
- 2 Sparkle London Limited will respond to any complaints within 24 hours.
- 3 Sparkle London Limited will not accept a complaint based on an Inventory check report filed more than 24 hours after the cleaning session.
- 4 Complaints are accepted in writing (email). Complaints must be reported on completion or in the following 24 hour.
- 5 All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, jewellery, items of sentimental value, art and antiques.
- 6 Key replacement/locksmith fees are paid only if keys are lost by our operatives. There is a £30 per household liability limit.
- 7 The Client should appreciate that carpets often will not have a consistent appearance after cleaning due to wear and tear. Fading and staining that has been masked prior to cleaning. Sparkle London Limited will use its best efforts to provide the best overall results however, clients are advised to be aware of the above limitations.
- 8 In the event of damage to the property, Sparkle London Limited will use its best endeavours to repair the item/s if it agrees that it caused the damage. If the item/s cannot be repaired Sparkle London Limited will rectify the problem through its insurance company.

- 9 Sparkle London Limited will not be held responsible for: delay due to a traffic congestion or a postponed service due to broken equipment. Sparkle London Limited will not be held responsible for an incomplete instruction due to the lack of hot water or power and/or suitable cleaning materials and/or equipment in full working order provided by the Client. Sparkle London Limited will not be held responsible for an incomplete instruction due to a third party entering or the presence of the Client at the premises obstructing the cleaning process.

## **6 INSURANCE**

- 1 Sparkle London Limited has Public and Employer's liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of Sparkle London Limited, reported within 24 hours of service date.
- 2 Insurance cover does not include anything that may breakdown or stop working at any time, e.g electrical/gas appliances - dishwashers, washing machines, oven, cookers, extractor fans, fridge-freezer, taps, showers etc.

## **7 CLIENT SATISFACTION**

- 1 If the Client is not satisfied with the cleaning service provided and a complaint has been placed in the stated 24 hours after the job has been completed, Sparkle London Limited reserves the right to return a cleaner and re-clean any areas and items to the client's satisfaction. Therefore, the Client must allow a cleaner to return and he/she should be at present at all times during the re-clean visit.
- 2 Sparkle London Limited reserves the right to return a cleaner not more than once.

## **8 CANCELLATION**

- 1 The client may cancel the scheduled cleaning job up to 24 hours prior to the agreed start time.
- 2 The Client agrees to pay 50% of the quote as a cancellation fee if he/she cancels or changes the date/time less than 24 hours prior to the scheduled appointment.
- 3 The Client agrees to pay 50% of the quote as a cancellation fee in the event of our cleaners being turned away; no one home to let them in; no water or power available at the clients premises or problem with clients entry keys. If keys are provided they must open the lock without any special efforts or skills.

## **9 AFTER CANCELLATION OF THE CLEANING SERVICE**

- 1 By entering into a service agreement with Sparkle London Limited, the Client 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 client by the company. If the Client wishes to hire or use domestic services provided by such a cleaner then he/she must pay a referral fee of £1,000.
  
- 2 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 London Limited reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.