



Quality Housekeeping Services

Caring for your home.

Terms and Conditions

Quality Housekeeping Services agrees to perform the work specified by the Client in a professional manner using every care to accomplish a satisfactory service. By signing a copy of these terms and conditions the client is agreeing to be bound by Quality Housekeeping Services and conditions of service.

Quality Housekeeping Services reserves the right to make any changes to any part of these terms and conditions without giving any prior notice. Please check our website for updates.

Regular Domestic Cleaning

The fee for this service is £10.00 per hour weekdays and £15.00 on Saturdays and Sundays. We require a minimum of 2 hours per visit. A completed copy of our Cleaning Schedule would be useful before work commences. Completion of this document is designed to ensure we meet any specific requirements that you, as the customer, may have and can be downloaded from our website. Any changes to your regular requirements can be made through the same form. Quality Housekeeping Services will provide all cleaning equipment. If the customer requires us to use any specific equipment or cleaning products, it is the responsibility of the client to supply these products and to have these products available on the day of cleaning. All estimates made on the day of the booking are for illustration purposes only, they are based on estimates for similar property and service and the quote includes only labour unless agreed with us.

Our service is subject to signing a copy of our current Terms and Conditions. The price is subject to change by Quality Housekeeping Services with 4 weeks notice if any circumstances changed. If the client orders a trial or "one off" visit instead of regular domestic services then he/she must understand that all trials are charged as one off visits. All payment must be made by cash at the end of the clean.

Quality Housekeeping Services reserves the rights to amend the initial quotation accordingly if the client's requirements change on the day of the visit or if the state of the property is different from the information received on the day of the booking.

One-off / Spring Cleaning

The fee for this service is £12.00 per hour/per cleaner for one-off cleaning visit. The minimum requirement is for 4 hours per visit. A completed copy of our Cleaning Schedule would be useful before work commences. Completion of this document ensures that we meet any specific requirements that you, as the customer, may have and can be downloaded from our website. All estimates made on the day of the booking are for illustration purposes only; they are based on estimates for similar property.

In case of a complaint, Quality Housekeeping Services requires to be notified within 24 hours after completion of the cleaning work. No claims will be considered after the above time limit.

Pre/After Party Cleaning

The fee for this service is £12.00 per hour/per cleaner for one-off cleaning visit. The minimum requirement is for 2 hours per visit. A completed copy of our Cleaning Schedule would be useful before work commences. Completion of this document ensures that we meet any specific requirements that you, as the customer, may have and can be downloaded from our website. All estimates made on the day of the booking are for illustration purposes only; they are based on estimates for similar property.

In case of a complaint, Quality Housekeeping Services requires to be notified within 24 hours after completion of the cleaning work. No claims will be considered after the above time limit.

Move in / out cleaning

The fee for this service is £12.00 per hour. The requirement for this service is for minimum of 4 hours. A completed copy of our Cleaning Schedule would be useful before work commences. Completion of this document ensures that we meet any specific requirements that you, as the customer, may have and can be downloaded from our website. Any building work taking place in the property **must** be completed before cleaning can take place. Quality Housekeeping Services will provide all cleaning equipment. The property must be emptied of all the furniture.

As part of this type of cleaning we will:

- Clean all windows, window frames, sills from inside.
- Clean all skirting and wash the doors.
- Wash all sockets and switches.
- Clean all skirting boards.
- Clean all kitchen, bedroom, living room and etc. cupboards inside and out.
- Clean and polish all kitchen, bedroom, living room and etc. surfaces and wooden works.
- Clean toilets inside and out.
- Wash the tiles and all basins in the bathrooms.
- Hoover and mop all floors and stairs.
- Make sure all the property is dust free.

The Client must pay to Quality Housekeeping Services by cash upon completion of the job. In case of a complaint, Quality Housekeeping Services should to be notified within 24 hours after completion of the cleaning work. No claims will be considered after the above time limit.

All estimates made on the day of the booking are for illustration purposes only; they are based on estimates for similar property. Quality Housekeeping Services reserves the rights to amend the initial quotation accordingly if the client's requirements change on the day of the visit or if the state of the property is different from the information received on the day of the booking.

After Builders Cleaning

The fee for this service is £20.00 per hour. The requirement for this service is for minimum of 4 hours. A completed copy of our Cleaning Schedule would be useful before work commences. Completion of this document ensures that we meet any specific requirements that you, as the customer, may have and can be downloaded from our website.

Quality Housekeeping Services will provide all cleaning equipment. The cleaning after building works recently done normally takes twice as the normal time to clean a property.

Any building work taking place in the property **must** be completed before cleaning can take place otherwise we can not be held responsible for the quality of our service. The property must be emptied of all the furniture.

As part of this type of cleaning we will:

- Clean all windows of any paint and plaster.
- Clean all windows, window frames, sills from inside.
- Clean all skirting and wash the doors.
- Wash all sockets and switches.
- Spot clean walls and ceilings.
- Clean all skirting boards.
- Clean all kitchen, bedroom, living room areas.
- Clean and polish all kitchen, bedroom, living room and etc. surfaces and wooden works.
- Clean toilets inside and out.
- Wash the tiles and all basins in the bathroom.
- Hoover and mop all floors and stairs.

In case of a complaint, Quality Housekeeping Services requires to be notified within 24 hours after completion of the cleaning work. No claims will be considered after the above time limit.

All estimates made on the day of the booking are for illustration purposes only; they are based on estimates for similar property. Quality Housekeeping Services reserves the rights to amend the initial quotation accordingly if the client's requirements change on the day of the visit or if the state of the property is different from the information received on the day of the booking.

Cancellation and Routine Changes

Regular Domestic Cleaning

Either party may decide to terminate at any time. Seven days notice from the Contractor or from Client must be given in order for the termination to be effective.

The Client may cancel or postpone a cleaning visit by giving at least 24 hours notice. If notification is not given and Quality Housekeeping Services arrives for a pre arranged visit we will charge 50% of the expected cost for the visit.

If the Client is dissatisfied with the work, a cleaner will return and re-do the job at no extra charge.

I have read and fully understand the terms and conditions contained within this document.

Client:

Signed: _____ Print: _____ Date: _____

Quality Housekeeping Services

Signed: _____ Print: _____ Date: _____