

A WOMAN'S TOUCH TERMS AND CONDITIONS

A Woman's Touch agrees to perform the work specified by the client in a professional manner using every care to accomplish a satisfactory service.

By ordering A Woman's Touch via telephone or e-mail, the client is agreeing to be bound by A Woman's Touch Terms and Conditions of service.

REGULAR DOMESTIC/OFFICE CLEANING

We require a minimum of 2 hours per visit. Clients must provide a list of cleaning tasks and all required cleaning equipment unless agreed otherwise. All equipment must be safe for use and in good working order. If Commercial contracts do want to be supplied with cleaning equipment and materials, a surcharge will apply. A Woman's Touch will provide a replacement cleaner if the client's regular cleaner is not available.

PAYMENT

The client is to pay A Woman's Touch £11.00 per hour for domestic cleaning, office cleaning is done on quotation and the service for both is subject to signing a Cleaning Service Agreement. The price is subject to change by A Woman's Touch with 2 weeks notice if any circumstances change.

If a client prefers the cleaner to collect the keys from a third party's address, then he/she will be charged an extra £5.00 for each cleaning visit. If the client orders a trial clean first instead of regular domestic services then he/she must understand that all trials are charged as a one off visit. All payments must be made either immediately on receipt of services or within 14 days from date of invoice. Payments can be made by any of the following cash, *cheque or on line banking.

* The client will be responsible for all bank and legal charges resulting from a dishonored cheque.

ONE- OFF/SPRING CLEANING

A Cleaning Order Confirmation is required before work commences. The minimum requirement is for 4 hours per visit unless otherwise agreed. The client must supply the task list, cleaning materials and equipment unless otherwise agreed with A Woman's Touch. A Woman's Touch cannot be held responsible for an unsuccessful cleaning visit if the cleaning products/equipment is not supplied in full working order.

PAYMENT FOR ONE OFF CLEANING

The client is to pay A Woman's Touch £13.00 per hour/per cleaner. A £20.00 booking fee is required, this is an up front fee and will be deducted from the final bill. The booking fee is payable either by cash, *cheque or on line banking. A Woman's Touch reserves the rights to amend the initial quotation unto 30% if the client's requirements change on the day of the visit.

Clients must try to provide a car parking space for the cleaner. If the client prefers the cleaner to collect the keys from a third party's address, then he/she will be charged an extra £5.00.

Payment for the final bill can be made by any of the following cash, *cheque or on line banking.

* The client will be responsible for all bank and legal charges resulting from a dishonored cheque.

MOVE IN CLEANING

A Cleaning Order Confirmation is required before work commences.

The minimum requirement is for 3 hours per visit.

The client must supply the task list, cleaning materials and equipment. A Woman's Touch cannot be held responsible for an unsuccessful cleaning visit if the cleaning materials/equipment is not supplied in full working order. Washing up/laundry is not included in Move in cleaning. The property must be vacant of all furniture. If however this is not possible then there will be additional costs.

As part of this clean we will:

Clean all windows, window frames and sills from the inside.

Clean all skirting boards, wash all doors and frames.

Wash all sockets and switches.

Clean all kitchen, bedrooms, living room etc. Cupboards inside and out.

Polish all surfaces and wood work.

Clean toilets inside and out.

Wash the tiles and all basins in the bathrooms/kitchen.

Hoover and mop all floors and stairs.

Dust throughout.

PAYMENT FOR MOVE IN CLEANING

The client is to pay A Woman's Touch £13.00 per hour/per cleaner. A £20.00 booking fee is required, this is an up front fee and will be deducted from the final bill. The booking fee is payable either by cash, *cheque or on line banking. A Woman's Touch reserves the rights to amend the initial quotation unto 30% if the client's requirements change on the day of the visit.

Clients must try to provide a car parking space for the cleaner. If the client prefers the cleaner to collect the keys from a third party's address, then he/she will be charged an extra £5.00.

Payment for the final bill can be made by any of the following cash, *cheque or on line banking.

* The client will be responsible for all bank and legal charges resulting from a dishonored cheque.

MOVE OUT CLEANING

A Cleaning Order Confirmation is required before work commences.

The minimum requirement is 3 hours per visit. The client must supply the task list, cleaning materials and equipment. A Woman's Touch cannot be held responsible for an unsuccessful cleaning visit if the cleaning materials/equipment is not supplied in full working order. Washing up/laundry is not included in move out cleaning. The property must be vacant of all furniture. Unless it belongs to the property as part of the rental agreement.

As part of this clean we will:

Clean all windows, window frames and sills from the inside.
Clean all skirting boards, wash all doors and frames.
Wash all sockets and switches.
Clean all kitchen, bedrooms, living room etc. Cupboards inside and out.
Polish all surfaces and wood work.
Clean toilets inside and out.
Wash the tiles and all basins in the bathrooms/kitchen.
Hoover and mop all floors and stairs.
Dust throughout.

PAYMENT FOR MOVE OUT CLEANING

The client is to pay A Woman's Touch £13.00 per hour/per cleaner. A £20.00 booking fee is required, this is an up front fee and will be deducted from the final bill. The booking fee is payable either by cash, cheque or on line banking. A Woman's Touch reserves the rights to amend the initial quotation upto 30% if the client's requirements change on the day of the visit.

Clients must try to provide a car parking space for the cleaner. If the client prefers the cleaner to collect the keys from a third party's address, then he/she will be charged an extra £5.00.

Payment for the final bill can be made by any of the following cash, *cheque or on line banking.

* The client will be responsible for all bank and legal charges resulting from a dishonored cheque.

AFTER BUILDING CLEANING

A Cleaning Order Confirmation is required before work commences.

The requirement is for a minimum of 3 hours.

The client must supply the task list, cleaning materials and equipment. A Woman's Touch cannot be held responsible for an unsuccessful cleaning visit if the cleaning materials/equipment is not supplied in full working order. The cleaning after building works recently done normally takes twice the normal time to clean a property; therefore the minimum requirement is 8 hours per visit.

The property must be vacant from all furniture and working builders, otherwise we cannot be held responsible for the quality of our service.

As part of this clean we will:

Remove all labels from bathrooms, windows, toilets and kitchen.
Clean all floors of any paint and plaster.
Clean all windows, frames and sills from the inside.
Clean all skirting boards.
Clean all doors and frames.
Wash all sockets and switches.
Spot clean walls and ceilings.
Clean all rooms throughout.
Clean all cupboards inside and out, polish all surfaces and wood work.
Clean toilets inside and out.
Wash all tiles and all basins in bathrooms/kitchen.
Hoover and mop all floors and stairs.
Dust throughout.

PAYMENT FOR AFTER BUILDING CLEANING

The client is to pay A Woman's Touch £13.00 per hour/per cleaner. A £20.00 booking fee is required, this is an up front fee and will be deducted from the final bill. The booking fee is payable either by cash, *cheque or on line banking. A Woman's Touch reserves the rights to amend the initial quotation up to 30% if the client's requirements change on the day of the visit.

Clients must try to provide a car parking space for the cleaner. If the client prefers the cleaner to collect the keys from a third party's address, then he/she will be charged an extra £5.00.

Payment for the final bill can be made by any of the following cash, *cheque or on line banking.

•The client will be responsible for all bank and legal charges resulting from a dishonored cheque.

CARPET CLEANING

A Cleaning Order Confirmation is required before work commences. The client is to pay A Woman's Touch £15 per room, plus additional charges for the solution. A Woman's Touch will charge an extra £10 per clean if the client owns a dog, cat or any other hairy pet, due to the extensive amount of animal hair slowing down the cleaning process. Please refer to the claims section for what is/is not covered.

What we will clean:

Carpets in any room of the property
Rugs
Upholstery

PAYMENT FOR CARPET CLEANING

The client is to pay A Woman's Touch £15.00 per room, plus additional costs for the solution. A £20.00 booking fee is required, this is an up front fee and will be deducted from the final bill. The booking fee is payable either by cash, *cheque or on line banking. A Woman's Touch reserves the rights to amend the initial quotation up to 30% if the client's requirements change on the day of the visit.

Clients must try to provide a car parking space for the cleaner. If the client prefers the cleaner to collect the keys from a third party's address, then he/she will be charged an extra £5.00.

Payment for the final bill can be made by any of the following cash, *cheque or on line banking.

* The client will be responsible for all bank and legal charges resulting from a dishonored cheque.

OVEN CLEANING

A Cleaning Order Confirmation is required before work commences. The client is to provide the relevant products in order for A Woman's Touch to carry out these services. Failure to provide the appropriate cleaning product, A Woman's Touch cannot be held responsible for the quality of the services.

PAYMENT FOR OVEN CLEANING

The client is to pay A Woman's Touch £35.00 for an average sized cooker. A £20.00 booking fee is required, this is an up front fee and will be deducted from the final bill. The booking fee is payable either by cash, *cheque or on line banking. A Woman's Touch reserves the rights to amend the initial quotation up to 30% if the client's requirements change on the day of the visit.

Clients must try to provide a car parking space for the cleaner. If the client prefers the cleaner to collect the keys from a third party's address, then he/she will be charged an extra £5.00.

Payment for the final bill can be made by any of the following cash, *cheque or on line banking.

* The client will be responsible for all bank and legal charges resulting from a dishonored cheque.

CLAIMS

A Woman's Touch has a public and employer's liability insurance. The policy will cover any accidental damages caused by any of our employee's.

The client accepts and understands that poor service, breakages/damage or theft must be reported within 24 hours from our service date. Failure to do so will entitle the client to nothing. A Woman's Touch advises that our clients inspect our services on completion or as soon as possible after our visit.

In case of damage A Woman's Touch will repair the item at its cost. If the items cannot be repaired A Woman's Touch will rectify the problem by crediting the client with the items present actual cash value.

If the client is not completely satisfied with any services carried out, A Woman's Touch will re-clean any areas and items to client's satisfaction.

All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, jewellery, items of sentimental value (client will be credited with the items present cash value for items of sentimental value only), art and antiques. Key replacement/locksmith fees are paid only if keys are lost by our employee's.

A Woman's Touch reserves the right not to be responsible for: cleaning services not complete due to the lack of suitable cleaning materials/equipment in full working order, hot water or power; third party's entering or present at the client's property during the cleaning process; wear or discoloring of fabric becoming more visible once dirt has been removed; failing to remove old/permanent stains that cannot be removed by using standard carpet cleaning methods; existing damage or spillage that cannot be cleaned/removed completely using provided by the client 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 client; accidental damages worth £50.00 or less; any accidental damages caused by our employee's if the client has an outstanding balance owed to A Woman's Touch.

CANCELLATION

REGULAR DOMESTIC/OFFICE CLEANING

Clients may cancel a cleaning visit by giving at least 24 hours advanced notice. Client may terminate the whole service by giving two weeks advanced notice in writing and specifying the last cleaning date. Client agrees to pay the full price of the cleaning visit if the client cancels or changes the date/time less than 24 hours prior to the scheduled clean. Client agrees to pay the full price of the cleaning visit in the event of a lock-out, thus causing our employee's being turned away; no one at home to let them in; no water or power available at clients premises; or problem with client's keys. If keys are provided they must open without any special effort or skill. Client agrees to pay the full price of one cleaning visit in the case of termination of service if the client has given less than one week advanced notice but by giving 24 hours advanced notice before or immediately after the first cleaning visit only.

ONE-OFF CLEANING

Client may cancel the scheduled cleaning visit at least 24 hours prior to the agreed start time. Client agrees to pay £20.00 cancellation fee per cleaner if the client cancels or changes the date/time less than 24 hours prior to the scheduled visit. Client agrees to pay £20.00 cancellation fee per cleaner in the event of a lock-out, thus causing our employee's being turned away; no one home to let them in; no water or power available at customers premises; or problem with client's keys. If keys are provided they must open the lock without any special efforts or skills.

MOVE IN/OUT AND AFTER BUILDING CLEANING

Client may cancel the scheduled cleaning visit at least 24 hours prior to the agreed start time. Client agrees to pay £20.00 cancellation fee per cleaner if the client cancels or changes the date/time less than 24 hours prior to the scheduled visit. Client agrees to pay £20.00 cancellation fee per cleaner in the event of a lock-out, thus causing our employee's being turned away; no one home to let them in; no water or power available at customers premises; or problem with client's keys. If keys are provided they must open the lock without any special efforts or skills.

CARPET CLEANING

Client may cancel cleaning visit at least 24 hours prior to the agreed start time. Client agrees to pay 40% of the quote as a cancellation fee if the client cancels or changes the date/time less than 24 hours prior to scheduled visit. Client agrees to pay 40% of the quote as a cancellation fee in the event of a lock-out thus causing our employee's being turned away; no one home to let them in; no water or power available at clients premises; or problem with clients keys. If keys are provided they must open lock without any special efforts or skills.

OVEN CLEANING

Client may cancel cleaning visit at least 24 hours prior to the agreed start time. Client agrees to pay 40% of the quote as a cancellation fee if the client cancels or changes the date/time less than 24 hours prior to scheduled visit. Client agrees to pay 40% of the quote as a cancellation fee in the event of a lock-out thus causing our employee's being turned away; no one home to let them in; no water or power available at clients premises; or problem with clients keys. If keys are provided they must open lock without any special efforts or skills.

AFTER CANCELLATION OF A WOMAN'S TOUCH

By entering into a service agreement with A Woman's Touch, 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 employee introduced to the client by A Woman's Touch. If the client does wish to hire or use domestic services provided by such a cleaner then he/she must pay a referral fee of £1,000.

I (name) hereby agree to these Terms and Conditions. And by signing this page I agree to adhere to them.

Signature.....

These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them the client agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom. A Woman's Touch reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.