

## Terms & Conditions

1. All the terms in this contract are severable and therefore any clause found to be unenforceable will not affect the validity of any other clause. Any failure or forbearance of the company in enforcing any rights within this Agreement does not in any way imply any waiver of rights.

2. References to the Company referred to as Housekeeping and Facilities for the Elite Ltd and references to the Customer refer to you. In line with this agreement the Company operates as an intermediary between the Customer and the Cleaner.

3. The date of this agreement shall be the date on which it is signed on behalf of the Company and by the Customer.

4. The Company or the Customer may terminate this agreement within 14 days of the agreement („The Cooling-Off Period”) by serving upon the other party written notice of such termination, but this fourteen day period shall not apply if the Customer has requested or accepted cleaning services within the seven day period.

5. Subject to the conditions herein set out the Company shall provide cleaning services to the Customer for the hours and at the rate stipulated on the signature page of this agreement.

6. All damages, breakage or lost must be reported within 24 hours of our cleaning services date, otherwise the claim will be invalid.

7. Bank Standing Orders cannot be cancelled by the Customer without prior notification to the Company in this event a charge of £50 per missed payment will be charged to the Customer.

8. Either party shall be at liberty to terminate this agreement by serving upon the other party not less than 1 month written notice and upon expiry of such notice this agreement shall terminate, but without prejudice to liability for any antecedent breach. In the event of insufficient notice being provided the Customer will be liable for a charge of £50

9. A period of 48 hours notice is required should the Customer need to cancel a scheduled cleaning appointment. In the event of insufficient notice being provided the scheduled appointment will still be chargeable.

10. In the case of a cancellation where sufficient notice has been provided a full refund of charges will be made by the Company to the Customer.

11. All keys provided by the Customer to the Company will be entrusted to the associated Cleaner.

12. In the event of loss or damage to the Customer's keys by the Cleaner the Company will ensure that any replacements and associated security measures are provided.

13. In the event of termination of this agreement it will be the Customer's responsibility to collect all keys from the Company and cancel all payment methods. The Company will be responsible for the cancellation of all Direct Debits.

14. Insurance cover with a liability of up to £2 million is provided by all Cleaners. A copy of the insurance schedule will be sent by the Company to the Customer by e-mail.

15. Any instance involving damages caused by the Cleaner shall be mediated by the Company.

16. The Company /Cleaner will only be responsible for mediation on claims arising that are covered in the schedule of insurance. A copy of which is supplied to the Customer on commencement of this agreement.

17. It is the Customer's responsibility to provide a safe working environment for the Cleaner.

18. In the event that the Customer is unsatisfied with a Cleaner supplied by the Company, the Company will provide a replacement.

19. The Customer must inform the Company of any changes to the timing or duration of the cleaning services schedule.

20. The Customer shall not solicit or attempt to solicit any Cleaner engaged by the Company to work directly for the Customer or any other person during this agreement and 1 year from the date of termination of cooperation with Company and if found to have done so shall be liable to the Company for a penalty of £2000.

21. The Customer must provide all necessary cleaning materials and equipment as outlined in this agreement.

22. The Company reserve the right to amend the terms and condition of this agreement and if so amended shall inform the Customer of such changes in writing.