

# TERMS AND CONDITIONS

**NOTE:** *Please read these terms and conditions carefully. You agree to be bound by the terms and conditions below by making a booking. These terms and conditions are subject to change without notice, from time to time, in our sole discretion. We will notify you of amendments to these terms and conditions by posting them on our website.*

## 1. SERVICES

1.1 Cleaning Recrute reserves the right to amend the initial quotation should the client's original requirements change or the property's condition was not selected in the quote box. You can check what we consider poor and very poor condition [HERE](#) beyond our ability to spotlessly clean.

1.2 Minimum duration of 2 hours per cleaning visit applies to all cleaning services. Any estimated time given is purely for guidance only. Please note that duration may vary; therefore, a degree of flexibility is required.

1.3 If the Client requests keys to be collected from anywhere other than the scheduled cleaning location, then a £10.00 charge will apply. If said keys need to be returned to the pickup address or any other address, another £10.00 charge will apply.

1.4 For End of Tenancy, in the event Cleaning Recrute does not charge the customer per hour per cleaner, our quote will mention a final price; in this case, the number of operatives attending your property may vary. The number of operatives in a team cannot affect the initially quoted price.

1.5 Cleaning Recrute will not be responsible for triggering any alarm systems. The customer should give any special instructions for the deactivation/activation of any household alarm systems.

1.6 Parking costs may apply and must be paid by the customer if there is no allocated parking at the property.

1.7 The Client shall ensure that all valuables are stored away when work is carried out and that the Client or his representative supervises the property at all times during the work. The Company shall not be responsible for the Client's failure to comply with this obligation.

1.8 Fridges and Freezers should be emptied and defrosted before our arrival and turned off so we can clean them. Failure to do so will delay the service booked until completion, and the waiting time will be charged additionally.

1.9 The client must provide electricity and hot running water at the premises where the cleaning is conducted. If they fail to do so, Cleaning Recrute cannot be held responsible for incomplete or delayed work.

## 2. SPECIAL CONDITIONS

2.1 Cleaning Recrute are not licensed to clean properties that vermin or infectious diseases have infected. This specialist's service requires a pest control company or a specialised company.

2.2 The price quoted will include the items listed on our standard cleaning list and will not include any additional extras unless requested and paid by the customer.

2.3 If your property is in poor condition or larger than the standard size, which required more cleaning and was not selected from our quote box, you may be charged an extra as the cleaning time would be longer.

2.4 If your property is larger than what you have selected on the [Instant Quote form](#), i.e., if you have selected two bedrooms/bathrooms, when in fact it is a three bed or more. You will be charged an additional room/bathroom price of £10 per room.

2.5 When a Client asks for a quotation, Cleaning Recrute assume that the rooms in their property are of average UK size, i.e. Living room up to 15ft x 15ft (4.5m x 4.5m), Dining room up to 15ft x 15ft (4.5m x 4.5m), Double bedroom up to 12ft x 12ft (3.6m x 3.6m), Single bedroom up to 8ft x 7ft (2.4m x 2.1m). Flight of stairs up to 13 steps, Hallway up to 4ft x 10ft ( 1.2m x 3m), Landing up to 4ft x 5ft ( 1.2m x 1.5m). If rooms are larger, you may be charged an extra by the cleaner (under the cleaner's discretion).

2.6 The standard House cleaning service does not include ceilings, curtains, blinds, balconies, patios, appliances, exterior windows and carpets deep cleaning, washing/laundry, or rubbish removal. These are separate services and need to be quoted separately.

2.7 Deleted.

2.8 A surcharge may apply for badly stained carpets or where there are adhesives or gum stuck on the carpet.

2.9 Cleaning Recrute may cancel or reschedule a service where any accident or any unexpected or unforeseeable circumstances arise before or during the cleaning date. The Company will not be liable to the Client in any way if cleaning is cancelled further to this clause.

2.10 Cleaning Recrute reserves the right to cancel the service if:

(a.) The condition of the property is hazardous to the health and well-being of our cleaners.

(b.) The Client has misrepresented any information/facts or has given us incorrect property descriptions.

(c.) Lack of normal working conditions for cleaning (e.g. lack of water, electricity or poor lighting conditions, or the presence of a third party, such as builders or removal men).

(d.) If our Cleaners are verbally, physically abused or discriminated against in any way.

## 3. PAYMENT

3.1 Upon arranging a booking for any type of clean, you confirm that you have read and agreed with Cleaning Recrute Payment terms and conditions and the general Terms and conditions.

3.2 For a one-off cleaning service, the Cleaning Recrute requires an additional payment of £20 to be made before your cleaning day via one of our Secure Payment methods. This will help with our transportation and purchase of cleaning products. The fee is fully refundable in case of cancellation.

3.3 For a one-off cleaning service, the client should make any final payment immediately after the cleaning is completed or before the cleaners leave the Client's premises.

3.4 All Invoices/certificates will not be issued until full payment has been received from the customer.

3.5 In the event that the customer does not pay the final payment after the last warning, according to this agreement on a voluntary basis or on request from our company, we reserve the right to:

(a.) Take legal action to pursue the customer for the amount due.

(b.) Publish the name of the customer as a Bad Debtor in the local newspaper and other media if the amount has not been paid within the rational terms given.

(c.) Report the customer as a Bad Debtor to the relevant financial institutions in the UK

(d.) Should we deem a customer to be acting in bad faith, we may charge £5 penalty per day for late payments.

## 4. CLAIMS

4.1 No refund claims will be entered once the cleaning service has been completed. However, we will be more than happy to assist you in every possible way to ensure you get the full value of our service.

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4.2 All complaints must be received in writing by email. Cleaning Recrute will not be liable for verbal requests/complaints made by the Client either to cleaners or office staff. After the work is completed, all the services shall be deemed to have been carried out to the Client's satisfaction unless written notice is received within seven calendar days for Cleaning complaints and within 48 hours for damaged/lost items or any other complaints. The company will thoroughly investigate any complaint and attempt to resolve it to the client's satisfaction or to a reasonable standard.

4.3 If the customer is not completely satisfied with a cleaning job, Cleaning Recruits will re-clean any areas and items to the customer's satisfaction per the customer's (person who inspected after the cleaning was done with our cleaner on-site, and both signed off) request only.

4.4 In the unlikely event of a required re-clean, Cleaning Recrute must be notified within seven (7) calendar days after completing the cleaning work. No claims for recleans will be entertained after the above time limit. Cleaning Recrute will always return to the property to reclean any missed areas. We ask all customers to please stay calm and work with us to resolve these unfortunate events; you are in safe hands.

4.5 The customer must allow Cleaning Recrute to organise and brief our cleaning team within 3-5 business days. The estate agent or customer must be at the property with a list of the missed areas, inspect the cleaner's work, and sign it off before the cleaner leaves. After this, our transaction will be deemed as ended. Cleaning Recrute reserves the right not to return a cleaner more than once. Any extra visits will be charged at the regular hourly rate to cover the costs to the cleaner and needs to be paid before booking your re-clean.

4.6 If the landlord or estate agent wishes us to re-clean a property after the three (3) calendar days period is over, but not more than seven calendar days, there will be a £50 charge for a new cleaner to attend the property. Unless a different agreement has been established by Cleaning Recrute and the estate agent or landlord beforehand.

4.7 The Client agrees to allow the Company back to re-clean any disputed areas/items before attempting to clean those areas/items himself or arranging a third party to carry out cleaning or repair services regarding the above. Failure to do so will void our Company Guarantee, and we will consider the matter fully settled.

4.8 The Client agrees to inspect the work immediately after its completion and draw the cleaner's attention to any outstanding cleaning issues, damage to property or loss while still on site.

4.9 For move-in/out cleans through a landlord or homeowner. You must check over the cleaners' work before they leave and ask them to clean any areas you feel is unsatisfactory. We will not come out and re-clean after the cleaner has left.

4.10 According to Consumer Rights Act 2015, a price reduction can be issued only if a repeat performance cannot be provided from the Company within a reasonable time frame, which is equal to 14 business days upon completion of the service.

## 5. RECLEANS

5.1 In the unlikely event of a required reclean, here at Cleaning Recrute, we offer all customers a free 3-day re-clean pass guarantee to reclean any areas missed (only on the instruction of the estate agent or landlord)

5.2 We ask all customers to please stay calm at this time and work with us to resolve this unfortunate event and be rest assured your pass is our main priority.

5.3 We do not guarantee or offer successful cleans or re-cleans regarding specific poor condition properties: Marks, mould or stains on Silicone, grout, ovens, walls, windows, paintwork or some carpets. In some cases, these properties may be beyond cleaning and need to be repainted or replaced.

5.4 By accepting our quotation, you agree that "Cleaning Recrute" will not be liable for any charges or deposits withheld for any of the above.

5.5 You agree: To allow us to return to the property and send our original cleaning team within seven working days of notification of the areas needing re-cleaning. Before the cleaner leaves, the estate agent or landlord inspects the cleaner's work and signs it off. Failing to do any of the above, or if the landlord or estate agent refuses to let us back into the property, you agree that Cleaning Recrute will not be liable for any costs for any other company to re-clean the property or any deposits withheld or charges from your landlord.

## 6. INSURANCE

6.1 Cleaning Recrute operators are self-employed and have their Public and Employer's liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of Cleaning Recrute, reported within 24 hours of the service date.

6.2 The Client is obliged to warn the cleaner about appliances/furnitures that are poorly fixed or not in full working order.

6.3 The insurance coverage does not include anything that may break down or stop working at any time, such as dishwasher, washing machine, oven, cookers, extractor fans, fridge, freezer, instability of which the Client is already aware for such as bathroom appliances or any fixtures. Cleaning Recrute reserves the right to carry out an internal investigation into any claims made by the client.

6.4 Cleaning Recrute reserves any right to refuse disclosure of confidential company documents.

## 7. LIABILITY

7.1 Cleaning Recrute reserves the right not to be liable for:

7.2 Completing tasks that are not stated on the quote or invoice. Cleaning jobs not completed due to the lack of hot water or power.

7.3 Non-satisfactory result from the service due to the Client or third party walking on wet floors or using appliances during or shortly after the cleaning process.

7.4 Any odours arising during and/or after cleaning when this is due to factors such as lack of ventilation and/or appropriate heating.

7.5 Cleaning Recrute do not guarantee to make an item spotlessly clean if it's deteriorated due to fair wear and tear.

7.6 Failing to remove old/hard stains, burns, spillages etc., that cannot be removed completely by the Cleaning Recrute Team using standard carpet cleaning methods. We do not guarantee the removal of any marks or stains.

7.7 Existing damage, burns, marks or spillages (on the wall, worktop, furniture or anything inside the property) that cannot be cleaned/removed completely using the standard cleaning method and equipment.

7.8 If the customer has items that need special cleaning methods and special cleaning detergents, the Cleaning Recrute Team reserves the right to refuse the provision of the cleaning detergents.

7.9 The Company shall not be responsible for damage due to any item's faulty and/or improper installation. All surfaces (i.e., marble, granite, etc.) are assumed sealed and ready to clean without causing harm.

## 8. CANCELLATIONS

8.1 For contracted cleanings (**commercial cleaning**), failure to inform us five days before if you wish to cancel the agreement there may be a cancellation fee of £26.50. This is to cover the cost of processing your booking.

The customer or Cleaning Recrute can cancel regular **domestic cleaning services** anytime for free. If the customer cancels when the cleaners are at the doorsteps, we reserve the right to charge £20 if we deem the customer has acted with negligence or bad faith.

8.2 Deleted

8.3 All cancellations due to unfortunate reasons (e.g., Covid 19) raised before the cleaning day will be refunded via credit note. This can take up to three days' notice before it appears on your bank account.

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8.4 Customer agrees to pay £32.50 as a cancellation fee in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; no water or power available at customer's premises; or problem with customer's keys.

#### 8.5 Deleted

8.6 Customers under one-off cleaning service can cancel their booked cleaning service at no cost. Their advance payment will be fully refundable, except in the event described above on points 8.1 and 8.4 or in case the cleaners have already arrived on-site, or the cleaning has partly been carried out. We reserve the right to charge a fee for any of these events.

## 9. VAT

9.1 The Company is currently not charging VAT.

## 10. EMPLOYEES

10.1 All Cleaners are insured under public liability damage cover to any property that they are working in, on and around. Cleaning Recrute or the insurance company reserve the right to investigate any customer's claim beforehand.

## 11. OUR GUARANTEE

11.1 Cleaning Recrute has built its business and reputation by providing its clients with the best possible cleaning service available on the market. For this reason, Cleaning Recrute offers a free re-clean within seven calendar days of our visit. There are procedures we must adhere to correct the issues in an organised and timely manner (Please refer to Section 4, about CLAIMS)

11.2 If the Client is not happy with the Company's service, the Cleaning Team will return to the Client's home and re-clean it to their complete satisfaction. (Please refer to Section 4 about CLAIMS)

11.3 We advise all clients that they must be completely moved and their possessions out, and all rubbish removed before the cleaning takes place; if this has not been done, Cleaning Recrute reserves the right to delay the cleaning until the task is carried out, however, we may charge the Clients the additional waiting time.

#### **PLEASE NOTE:**

The relevant United Kingdom law shall govern these terms and conditions. By agreeing to be bound by them, the customer agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom. Cleaning Recrute reserves



the right to change any part of these terms and conditions without prior notice. All existing customers will be notified if any of the above clauses change. Please check this website for updates.