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Conditions of Service

- a) We accept cleaning contracts on a weekly, two weekly and one off basis.
We do not accept monthly contract calls.
Our schedule is based on a two weekly rotation.
A two weekly call is based on the client carrying out a maintenance clean on the interim week. If you do not intend to do this please let us know so we can price accordingly for the additional work involved. We reserve the right to increase the price of two weekly calls where it is apparent that the interim clean is not taking place.
- b) Should you have to cancel a booking we will always attempt to reappoint the call for a time at your convenience. However, due to workload, this may not be possible. This could mean you having to wait until your next contracted weekly or two weekly call.
- c) It is the client's responsibility to ensure that all areas to be cleaned are clear of clutter (clutter is like an algebraic expression, an unknown. Unfortunately unknowns are impossible to factor into prices)
Our prices are calculated on reasonably clear access to the areas to be cleaned, should this not be the case an additional charge will be levied for the time and inconvenience in clearing the area. This charge will be at our discretion.
- d) Safety in your home or office is of prime importance.
Due to the limited space in domestic premises we will generally only complete cleans if the property is unoccupied. This is particularly important in the event of children being present. We use numerous chemicals for cleaning and our vacuum cleaners etc have long cables which could create hazardous situations. Although our staff all love children, unfortunately, they are not qualified to act as childminders and neither do they have the time. So please do not ask our staff to care for or watch your children. Please help us to maintain a totally safe environment within your home or work place. If you are unable to be absent while our staff are cleaning please ensure you vacate the areas they are cleaning. Our staff are instructed to leave premises where this is not the case. If this should apply we will still invoice for the full price had we completed the job.
- e) It is the client's responsibility to ensure all paintings, pictures, mirrors, shelving etc are securely fixed using adequate fixing materials to ensure the safety of the articles and cleaning staff. We will not be held responsible for



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any damage due to articles not being fastened adequately or securely.

- f) Our staff will not attempt to clean electrical fittings that are exposed, cracked or deemed to be unsafe. It is the client's responsibility to ensure all electrical sockets etc are sound and secure to use.
- g) We do not clean glass that is damaged or broken.
- h) Our height restriction in regard to general cleaning is 5'8" unless otherwise agreed.
- i) We endeavour to work to a timetable, however due to circumstances (adverse traffic conditions, vehicle breakdowns, call cancellations etc) we cannot guarantee specific times. We will however strive to start a call within 90 minutes of the target time (+90mins or -90mins). If we are unable to achieve these time scales we will endeavour to contact you.
This is obviously less important should we have key holder access to your property.
- j) It is your responsibility to ensure that DDHCS has reasonable access to the property to be cleaned.
If we are unable to gain access to your property we will still invoice you for the full cost of the clean as if we had been able to complete the clean.
Most of our clients give us key holder access to their property.
This obviously alleviates most access problems and usually means we can gain access to the property when it is vacant.
We sometimes get clients forgetting we are due on a particular day and therefore do not leave us means to access the property.
Unfortunately you have booked the call and therefore have contracted us to clean your home or office at the price agreed. That amount is then due.
- k) All fees are payable on completion of work unless otherwise agreed.
If you are not on a monthly account and need to pay at a later date please contact the office because our staff have strict instructions not to start a job unless payment is to hand. If payment is not available (cash or cheque left) our staff will not complete the job but, you will still be invoiced at the full price as if the job had been completed.
We never complete a job without receiving full payment unless previously agreed as it is impossible to price for time spent on payment recovery.
Standing orders can be arranged if preferred.



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- l) Monthly accounts are sent out after the last clean of that month.
All monthly accounts are due within seven days of the date of invoice.
We reserve the right to charge interest on late accounts.
- m) Cancellation of any bookings must be given with at **least 48 hours** prior notice. Failure to do so will result in billing for cancelled visits. A non-refundable deposit of 50% of the first clean fee is required. This will be deducted from the total due on completion of the first clean. The deposit is forfeit should you cancel or not allow access to the property to be cleaned.
- n) No additional work will be carried out without prior arrangement with the office. We work to strict time tables so without prior agreement it is usually not possible to extend time at a call.
- o) DDHCS is conscious of the need for confidentiality and to this end all employees sign a confidentiality agreement on commencement with the organisation.
- p) Security is of prime importance within our industry and to this end all staff are carefully vetted and references checked.
- q) Our staff on leaving a contract site will ensure that the building is secure to the best of our abilities.
- r) All clients, where practicable, will leave a contact number. This is to ensure we are able in case of emergency to contact you (e.g. plumbing leak etc)
- s) Our guarantee of service to you is that in the unlikely event of you being unhappy with any work carried out by us, (providing the dissatisfaction is reasonable and within the particular job description), we will readily return without charge to complete the work to a satisfactory level. We believe our job is only finished when you are satisfied.
- t) We will only complete work if our conditions of service are accepted.
A signed acceptance copy must be lodged with DDHCS before commencement of work. If the Conditions of Service agreement is amended you will be supplied with a current copy.



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WORKING HOURS

- Normal working hours are Monday - Friday 7.30am - 6pm.
- Premium rates on Saturday & Sunday 8am - 6pm + 100% of normal rates.
- Premium rates for Monday - Friday 6pm – 7.30am + 100% of normal rates.
- Premium rates for Saturday & Sunday 6pm - 8am +150 % normal rates.
- Bank Holiday rates 8am - 5pm +125% of normal rates
- Bank Holiday rates 5pm – 8am +200% of normal rates

I / We accept the conditions of Service as listed (pages 1-4 inclusive) within this Conditions of Service document

Signed

Date

Address:

Tel No:

Mobile No:

Denton & Denton Home Care Services
Proprietor: Jacqueline Denton
4 Stortford Road, Leaden Roding, Essex. CM6 1QX
Tel: 01279 876320 Fax: 01279 876850 Mobile: 07980805377
Email: info@ddhcs.co.uk
Website: www.ddhcs.co.uk