

Terms & Conditions

Helegram Ltd trading as Merry Maids of Stafford

By accepting this quotation and agreeing to a service provided by **merry maids** the client agrees to accept **merry maids** general terms and conditions as listed below. These terms and conditions, together with our letter of confirmation, constitute the entire agreement between the parties and no other representation or statements, whether written or oral, shall be binding upon the parties. If any part of this agreement is not enforced at **merry maids** discretion or is held to be invalid or unenforceable for any reason, the remaining terms and conditions shall remain in full force and effect. Your statutory rights are not affected. In the event that the terms and conditions change we will notify you in writing. The current version will always be available on our website <http://www.merrymaids.co.uk/find-your-local/franchise/5120/merry-maids-stafford/>

If you are unsure about any point within these terms and conditions, please contact us for clarification on 01785 255 299.

1. Services:

- **The Client** agrees, should they take a "1st time in Deep Clean" they undertake to pay for, a minimum of four regular cleaning visits. After this period, the client is free to cancel at any time by giving the appropriate period of notice, i.e. on payment of all outstanding fees and **three days** before the date of the next cleaning visit.
- **merry maids** are free to cancel at any time subject to the same **three days** notice period. The "1st time in Deep Clean" price applies only to clients who schedule a regular clean either: weekly, fortnightly or four weekly. If cancellation is made before four regular cleans have been made the full spring clean price will be charged retrospectively and invoiced.
- **merry maids** will provide sufficient staff in their cleaning teams (minimum of two), to clean the client's home, but **merry maids** reserves the right to change the number of staff dependent upon training and/or operational requirements.
- The duration of the cleaning services will be dependent on both the size and conditions of the property, provided that all tasks on that day's cleaning schedule are completed.
- The client will be charged by the job, not for the number of hours the cleaning team are in the property.
- **merry maids** agrees to clean a client's home between 9.00 a.m. and 4 p.m. Cleaning visits cannot be scheduled for specific times. Cleaning teams will normally arrive between 9.00 a.m. and 1.30 p.m. If you are at home when we visit we will call if the team is likely to be delayed significantly.
- **merry maids** will clean the client's home on an agreed day of the week. At the client's request, **merry maids** will change the agreed cleaning day, provided that a least 3 day's notice is given and a vacancy exists on the proposed, new cleaning day.
- Our cleaning teams are instructed to follow the requirements listed on the service schedule for your property, if you would like additional services performed, please contact our office at least one business day in advance of your clean to enable us to schedule your additional requirements. Changes in scheduling could create changes in the fees.
- **merry maids** reserves the right to change regular cleaning days provided that it gives the client notice equal to the frequency of cleaning dates, e.g. two weeks' notice for clients on fortnightly cleans, one week's notice for clients on weekly cleans, etc.
- **merry maids** will endeavour not to "go sick" or fail to show up when we say we will.

2. Additional Services:

Additional Services are carried out at an additional cost:

- Cleaning inside of fridges & freezers – freezers must be thoroughly defrosted prior to date of cleaning.
- Inside Ovens – we are happy to co-ordinate oven cleaning if required.
- Carpet Cleaning – we are happy to co-ordinate carpet cleaning with our sister company ServiceMaster Clean.

3. Valuables:

merry maids requests that you ensure that all extremely fragile items and items of sentimental value are removed or secured on the day that the service is provided.

4. Equipment and Supplies:

Our cleaning teams are fully trained to clean your home, are uniformed and provide all cleaning materials, vacuums and equipment. Due to Health and Safety compliance concerning COSHH documentation of cleaning materials and electrical testing regulations, the use of client's cleaning materials and vacuums is discouraged. If you insist that your own products and/or vacuum are used, **merry maids** are not liable for any damage to property as a result of using your own products and/or vacuums. Our teams are not trained to know which other products are safe to use on certain surfaces.

- The client shall ensure that our maids have access to hot water and electricity supply.

5. Health & Safety:

- **merry maids** make the health and safety of our cleaning teams a priority. We request therefore that you bear this in mind when they are in your home. We ask you to spend a few minutes tidying where necessary to enable the maids to spend all their time cleaning.
- Please inform us of any possible hazards in your home to minimise the risk of accident e.g. loose shelves, worktops, animals, previously broken items etc.
- For the safety of your children, clients are asked to ensure that the maids are not asked to clean rooms where they are playing.
- **merry maids** requires that pets are secured for the safety of our cleaning team and of your pets. We also request that you remove any animal faeces prior to our cleaning team's arrival.

Merry Maids of Stafford

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- Within a Deep Clean we will always endeavour to move and clean under furniture. However, this may not be possible due to an items weight, size or position.
- Our cleaning team are provided with three tread step ladders and standard extension poles which do cover most eventualities. We do not, however, provide specialist equipment needed for not standard room heights due to health and safety constraints.
- The Client agrees to notify **merry maids** if any person in the household is suspected of contracting an infectious disease. This notification must be as early as possible but at least 24 hours before a scheduled visit. **merry maids** reserves the right to cancel cleans under such circumstances.

6. Unique Satisfaction Guarantee:

- **merry maids** guarantee our work. We will revisit a property to make good if the client is not satisfied with any aspect of the cleaning. However, our office needs to be made aware of the problem within 24 hours of the clean to honour our satisfaction guarantee. We will return within three working days or less.

7. Breakage/Accidents:

- **merry maids** carries full employee and employers liability insurance cover. In the event of any breakage/accident any claim being made must be notified to **merry maids** within 24 hours of the cleaning visit for it to be considered. **merry maids** replace breakages via arrangements with you. Receipts for replacement items will be required for our insurance company. Cleaning teams will leave a note informing you of the breakage/accident.

8. Prices, Increases and Quotations:

- All prices quoted by phone, letter or via email will depend on the size and conditions of a property and the agreed schedule of work discussed. All prices include VAT, materials and equipment.
- **merry maids** reserves the right to amend any quotation given, should requirements change or due to any missing or incorrect information provided.
- Apart from price increases outside of our control e.g. VAT, excessive increases in fuel costs, our prices will be fixed for the first year of service to you. **merry maids** will review this on each anniversary of our service to you and you will receive one cleans notice of any such review.

9. Payment Policy:

- The payment will normally be collected on the day of the clean, unless prior arrangements have been agreed. Our team members can collect payment on each visit. Please leave payment on the kitchen counter top or table.
- If you forget to leave payment, we will still clean but if payment is not sent to our office before the next scheduled clean or a double payment is not left for collection, then our team members will not clean until payment is settled.
- Payment is acceptable by cheque, payable to **Helegram Ltd**, Bank Transfer into our bank account or by cash.
- Where service is temporarily cancelled by you, such as for a holiday, but the home is occupied, the next visit will be charged at the cost relevant to the time between cleans. As an example, if you normally have a fortnightly service, and are away for two weeks, the next service will be charged at the four weekly price. We will then be able to "catch up" with the cleaning, and thereby provide you with a better service. Where the home is unoccupied during a holiday period then the regular fee for the next scheduled service will apply.
- Clients will be charged with all costs associated with recovery of outstanding fees including bank charges, interest, administration fees together with fees for debt recovery agencies and/or legal and court costs.

10. Security:

- **merry maids** agrees to keep keys and other client information secure and confidential. If a key is given to **merry maids** please make sure your home is accessible to us. If your home is equipped with a security system, please ensure that you advise us of the entry and exit code or have it in the 'off' position.

11. Cancellation of a service by the client:

- To allow us to provide service for our clients, we have to plan and allocate cleaning teams jobs up to two weeks in advance. Therefore, we require a minimum of three clear business days' notice for any cancellation. If we receive less than two clear business days' notice or more than one business days' notice, there will be a cancellation charge of 50% of the cleaning fee for the cancelled clean. The client agrees to pay **merry maids** 100% of the cleaning fee for all visits cancelled or aborted by the client on the actual day of the clean, for whatever reason.
- This includes visits aborted by **merry maids**' own cleaning team when they arrive at a client's home and find the client has failed to leave a fee outstanding from a previous clean or they are unable to gain access to your home due to a lockout. This is to cover expenses and a payment to the cleaning teams for their loss of wages. If a client has a genuine reason for not being able to inform our office of a cancelled clean, then **merry maids** may alter the cancellation fee.

12. Public and Client's Holidays:

- Should your cleaning visit fall on a Bank Holiday, or during a holiday period, every effort will be made to re-arrange your service, although this cannot always be guaranteed.
- If the client is going on holiday, **merry maids** will offer a no-fee cancellation of regular cleans provided that the client gives at least 3 business days' notice. **merry maids** reserve the right to charge a cancellation fee of 50% of the cleaning fee for any cancellation with less than 3 business days' notice. This is to pay cleaning teams already allocated to that client.

13. Staff:

- The client agrees that from the date we provide a cleaning service and for a period of 12 months after the completion of the last cleaning service, they will not solicit or entice either directly or indirectly, to employ any person who is or has been employed by **merry maids**. Any breach will result in a payment to us of £250 per incident.
- Cleaning teams are not permitted to drink or eat in a client's home unless invited to do so.
- Cleaning teams are not permitted to smoke in a clients' home or on their property.

14. Termination of service:

- Either party giving to the other not less than three business days' notice, in writing, may terminate this agreement. The client agrees to settle all outstanding fees within the notice period.

15. Disclaimer:

- Force Majeure: The liability of **merry maids** under this agreement will be terminated if **merry maids** is prevented from fulfilling its responsibilities under the terms of this agreement by reason of delays in transportation, shortages of fuel and or/materials, strikes embargoes, fires, floods, quarantine restrictions, earthquakes, hurricanes or any other act of God or circumstances beyond the control of **merry maids**. **merry maids** reserves the right to adjust the service charge in the event of such occurrences or happenings.