

TERMS AND CONDITIONS OF SERVICE PROVISION

Merry Maids of Fylde, Blackpool and Preston

ARRIVALS Merry Maids cannot guarantee our exact arrival time as we stay in each customer's home until the work is completed and some circumstances such as traffic and roadworks are outside our control. Any arrival time given will be approximate. We do offer secure key holding arrangements for our customers' convenience.

LOCKOUTS If a customer is out on our arrival and we do not hold a key, the maids will wait 10 minutes for the customer's return. If they do not return to allow access to the home then full payment for the clean will be due. We offer secure key holding arrangements for our customers' convenience.

CLEANING PRODUCTS Merry Maids cleaning products have all been carefully selected and tested for Merry Maids use around the world and their use is fully covered by our Product Liability Insurance. No other cleaning products can be used unless specifically agreed by Merry Maids as there may be health and safety considerations in addition to the question of insurance cover.

BREAKAGES/DAMAGE However careful we are unfortunately accidents do occasionally happen. When any damage occurs the maids will leave a note for the customer and will notify the office on their return. If a customer believes we have caused any damage that has not been notified, please ensure that Merry Maids' office is contacted with full details within 24 hours.

DISSATISFACTION Merry Maids offers a quality assurance for every clean. Any customer who is not satisfied should contact the office within 24 hours of the clean to notify us of the details. Merry Maids will either return to the home to rectify the problem or remedy the situation on the next visit as appropriate.

RESCHEDULING Merry Maids is committed to providing a flexible service wherever possible and when sufficient notice is received we will always do our best to meet our customers' needs. Please note that 2 working days notice of rescheduling is required or cancellation charges will apply.

CANCELLATION If a customer wishes to cancel/skip a clean, or cancel Merry Maids services then 48 working hours notice is required. A cancellation made after 3.30 p.m. on the previous working day (Mon-Fri) or up until arrival at the home will result in the full cost of the clean being payable. Cancellations made up to 48 working hours (Mon-Fri) in advance will incur a reduced cancellation fee. If a customer wishes to skip a clean thus leaving a gap between cleans Merry Maids reserves the right to charge a higher rate for the next clean according to the gap between cleans e.g. skipping a fortnightly clean then the four weekly rate would apply to the following clean.

BUILDING WORK OR ADDITIONAL CLEANING Please notify the office of any work or events taking place in your home that may result in the need for extra cleaning. We need to be notified to allow for extra time in our schedules and also for health and safety considerations. An additional charge may be payable and Merry Maids reserves the right to charge an extra fee if appropriate, even if we were not notified of the extra work required. All prices quoted for regular cleaning only allow for 'normal' domestic cleaning.

PETS Please ensure that any pets that are liable to bite, scratch or intimidate the maids are safely secured away from our teams before they arrive. Our Maids are under strict instructions not to clean any pet excrement or vomit, on health and safety grounds.

CURRENT & EX MERRY MAIDS STAFF It is a strict term and condition for Merry Maids' employees that they are prohibited from doing any kind of work privately for Merry Maids' customers, or ex customers within 12 months of leaving our service. Customers are kindly requested not to embarrass our Maids by enquiring if they will work for them privately. In the event of any Merry Maid working for a customer or ex customer, whilst in the employment of Merry Maids or within 12 months of leaving the employment, then an introduction fee of £500 + VAT will be payable to Merry Maids by the customer/ex customer.

PAYMENT Payment is due on each and every clean by cash or cheque payable to Merry Maids.

ILLNESS Please advise Merry Maids in advance of your clean if anyone in the home has an infectious illness. Merry Maids reserves the right to protect staff and other customers by cancelling the clean if appropriate. Please note that our teams are under strict instructions not to clean any urine, faeces, vomit, soiled clothing or similar hazards, on health and safety grounds.

BANK HOLIDAYS/BUSINESS SHUTDOWN Whilst every effort is made to rearrange cleans due on Bank Holidays or other times of business closure this cannot be guaranteed.

SMOKING Since recent changes in legislation we must ask all our customers to refrain from smoking whilst we are in their homes for health and safety reasons. Thank you for your cooperation with this.

PRIVACY NOTICE Here at Merry Maids of Fylde, Blackpool & Preston, we take your privacy seriously and will only use your personal information to administer your account and to provide you with the products and services that you have requested from us ('legitimate interests'). Merry Maids of Fylde, Blackpool & Preston will not pass on your details to any third parties. Following your initial enquiry, we will retain your personal details for up to one year, For customers of Merry Maids we will hold your personal details for up to three years after cessation of contract other than for other legal requirements.