

Terms and Conditions

Contract Agreement

This document constitutes a legally binding agreement between Lilly's Maid - Professional Cleaning Services and the Client. Both parties commit to ensuring that their respective obligations outlined in this agreement comply with all applicable statutory regulations and codes of conduct.

The Client acknowledges that any utilisation of the Company's services, whether through telephone, email, Facebook, or Lilly's Maid website, constitutes acceptance of these Terms and Conditions. Unless explicitly agreed upon in writing by a director of the Company, these Terms and Conditions shall supersede any other terms of business or purchase conditions presented by the Client.

The Company retains the right to modify any portion of these Terms and Conditions without prior notice. The Client assumes responsibility for an employment referral fee of £500.00 per person if they directly employ any individual currently or previously employed/sub-contracted by the Company within the one year preceding such employment. The Client agrees to pay this fee, irrespective of whether the Company is notified or discovers the employment independently, and further undertakes to reimburse the Company for any associated collection or legal fees.

Confidentiality

Lilly's Maid - Professional Cleaning Services commits to maintaining the security and confidentiality of keys and any other client information. All Cleaners subcontracted by Lilly's Maid have signed a policy agreement safeguarding personal information, such as door codes and personal mail, which can be made available upon request.

Domestic

Minimum Cleaning Time

Our standard cleaning time is set at a minimum of 2.5 hours to ensure a thorough and high-quality service.

Supply of Cleaning Materials

Clients are expected to provide basic cleaning materials such as sprays, wipes, polish, cloths, and gloves. Upon confirmation of service, we will send our suggested product list via email to ensure you have the necessary items in your inventory. Alternatively, we offer the convenience of supplying all recommended products and equipment for an additional charge of £25.00.

Client Responsibility for Equipment

Clients are responsible for providing other essential equipment including vacuum cleaners, irons, ironing boards, brushes, and mops. All equipment must be in safe, fully operational condition and require no specialized skills for cleaning purposes. For any complex equipment, detailed instructions must be provided by the Client.

Premises Requirements

Clients are responsible for ensuring adequate running water, hot water, electricity, and sufficient lighting at the premises during the cleaning service. Any pets posing a risk to our Cleaners must be securely kept away during the cleaning process. Clients must take all necessary precautions to ensure pets are kept away from cleaning materials.

Tailored Cleaning Services:

For specialized or tailored cleaning needs, Clients are required to provide a detailed list of tasks before the commencement of the service. Please note that if only a verbal description is provided, the Company cannot be held liable for tasks that are not completed to satisfaction.

Commercial

Supply of Cleaning Materials:

Clients are expected to provide basic cleaning materials such as sprays, wipes, polish, cloths, and gloves. Upon confirmation of service, we will send our suggested product list via email to ensure you have the necessary items in your inventory. Alternatively, we offer the Domestic Commercial convenience of supplying all recommended products and equipment for an additional charge of £25.00.

Client Responsibility for Equipment:

Clients are responsible for providing other essential equipment including vacuum cleaners, irons, ironing boards, brushes, and mops. All equipment must be in safe, fully operational condition and require no specialised skills for cleaning purposes. For any complex equipment, detailed instructions must be provided by the Client.

Premises Requirements:

Clients are responsible for ensuring adequate running water, hot water, electricity, and sufficient lighting at the premises during the cleaning service.

Tailored Cleaning Services:

For specialised or tailored cleaning needs, Clients are required to provide a detailed list of tasks before the commencement of the service. Please note that if only a verbal description is provided, the Company cannot be held liable for tasks that are not completed to satisfaction. Instructions for complex equipment must be provided by the Client, along with running water, hot water if needed, electricity, and sufficient light at the premises. If a tailored cleaning is required, a detailed list of cleaning tasks must be provided by the Client. A manager must sign off on all work at the end of the Cleaner's shift, and any issues must be addressed immediately.

Deep Cleans

Deep Cleans are individually priced based on the property's current condition and specifications. Cleaners may move furniture during Deep Cleans, but only items requiring one person to move. Cleaning at height requires a safe step ladder provided by the Client. Cleaners will not move television units unless safely unplugged.

Payment

For regular domestic clients, payment is due weekly or fortnightly, depending on the cleaning frequency. All payments for regular domestic/commercial clients are due within 48 hours of the invoice by bank transfer/standing order. Failure to settle outstanding funds may result in services being cancelled without notice.

If access to the Client's home is hindered by circumstances beyond the Cleaners' control, the standard cleaning service fee will be invoiced in full. Lilly's Maid requires a £50.00 deposit payable at the time of booking for Deep Cleaning, with the remaining balance due before the Cleaner leaves the premises.

The Company reserves the right to charge interest on overdue invoices at a rate of 8% per annum above the Bank of England base rate. If the Company refers the Client's account to a third party for collection, additional costs may be incurred.

If keys need to be collected from a third party outside the service address postal code, a £10.00 charge applies. The same charge applies if keys need to be returned to a third party's address.

Estimates of cleaning time are only approximate, and the Company reserves the right to re-evaluate rates if the Client's initial requirements change.

Refunds

Refunds will be provided under the following circumstances:

1. If the Client cancels a cleaning visit within 48 hours before the scheduled time.
2. If a Cleaner is unable to carry out the cleaning due to reasons beyond the Client's responsibility.

The Company will make efforts to arrange a replacement Cleaner if one is unavailable for a scheduled visit, however, this cannot be guaranteed. In the event of a missed cleaning, the Client may request a refund, unless the missed hours are added to another cleaning visit.

Cancellation

In the event of a cancellation without providing a 48-hour notice, the entire cleaning fee is mandatory for remittance.

Clients may change a cleaning day or time with 48 hours notice, subject to availability. The company cannot guarantee the availability of the same Cleaner for rescheduled services. The company operates between 7 am and 7 pm, Monday to Sunday, including Bank Holidays.

The Company does not operate on Christmas Day, Boxing Day, or New Year's Day. If a cleaning visit is scheduled on these days, the Client can arrange an alternative date/time or request a refund.

Communication is checked between 8 am and 7 pm, Monday to Saturday. Any communications outside these hours will be received on the next working day at 8 am.

The Company retains the right to retain the £50.00 deposit as a cancellation fee for Deep Cleans cancelled within 48 hours before the job.

If a regular cleaning service is cancelled, and the Company holds keys, the Client must inform the Cleaner and manager before the last clean day for the keys to be returned. Failure to do so may require the Client to pick up keys from the office.

Complaints

Complaints or feedback must be submitted in writing (by email) within 24 hours of service completion. All services are considered satisfactory unless a written complaint is received within a reasonable time.

The Company will thoroughly investigate and attempt to resolve any complaint to the Client's satisfaction. The Company offers a guarantee, and if the Client is dissatisfied with specific cleaning areas, the Cleaners will re-clean those areas free of charge.

The Client agrees to allow the Company to re-clean disputed areas/items or repair damaged items before attempting to clean them independently or arranging third-party services. Failure to do so voids the Company Guarantee.

Claims

The Client agrees that the Company will rectify any reported problems within 24 hours of service completion. Entry to the location of the claim may be required promptly to address the issue.

The Client must inspect the work immediately upon completion and point out any outstanding issues to the Cleaners while they are on-site. Any refunds or adjustments must be requested directly from the Company and are subject to approval.

While the Company makes every effort to avoid breakages, accidents can occur. Identical replacement is attempted but not guaranteed. Irreplaceable items should be stored away, and all fragile items must be secured or removed.

In the event of confirmed damage caused by Cleaners, the Company will attempt to repair the item at its cost. If repair is not possible, the Company will credit the customer with the item's present actual cash value toward a like replacement from a Company source.

The Company's public liability insurance covers damages caused by a Cleaner contracted by the Company. The Company is not responsible for damage due to faulty or improper installation of any item. All surfaces are assumed sealed and ready to clean without causing harm.

Key replacement/locksmith fees are covered only if our Cleaners lose keys.

Liability

The Company shall not be liable under any circumstances for any loss, expense, damage, delay, costs, or compensation suffered by the Client. This includes failure to carry out services due to factors beyond its control, late arrival of Cleaners, existing damage to the Client's property, non-satisfactory results due to

actions of the Client or third parties, odours arising during or after cleaning, and breakages or accidents in commercial Client's premises.

The Company is not liable for any damages resulting from factors such as lack of ventilation or heating. In the event of breakages or accidents in the commercial Client's premises, the responsibility falls under the business owner's insurance.

By agreeing to these Terms and Conditions, the Client acknowledges and accepts the limitations of the Company's liability under various circumstances.

Best regards,
Lilly