

# IVY'S CLEANING SERVICES LTD

## Terms of service agreement

We want to thank you for choosing Ivy's Cleaning Services Ltd. Below you'll find the terms of service that you agree to at the time of booking. We're so excited that you decided to go through us to provide you with a cleaner.

### Price during initial booking is subject to change

We base our prices on the information you provide us with; therefore, the amount you are initially booked for is subject to change if your cleaning professional arrives and finds that the booking was not representative of the work required. For instance, if the amount of rooms that require cleaning was not relayed properly at the time of booking or your home space actually requires a deep cleaning instead of a standard cleaning you will be informed that your booking and payment will be adjusted accordingly.

For commercial bookings, if the cleaner arrives to find that a builders clean is needed and a sparkle clean has been booked, the price will increase to the necessary builders clean price.

For end of tenancy cleans, if a standard clean has been booked but the cleaners arrives to a deep clean, the price will increase to the deep clean price.

### Length of bookings

Home and end of tenancy cleans will be a minimum 2-hour booking for your scheduled appointment. This is to ensure that there is always enough time to make appointments should changes need to take place onsite for a booking that requires an extended appointment time, traffic or other delays. Please plan accordingly if you want to be there during the cleaning and if not we can always arrange for access in your absence with our key collection service that we offer prior to your clean. Commercial bookings, you will be given an arrival time but we cannot guarantee how long sparkle and builders cleans will take, but never any longer than one day per unit.

### 48-Hour Cancellation/Reschedule Policy- Home cleans

We require that cancellations and/or rescheduled appointments are made at least 48-hours from your time of service to avoid incurring a £20 cancellation fee. We have reserved a time specifically to care for your home, cancelling less than 48 hours makes it difficult for us to acquire additional work to replace that income.

Commercial and end-of tenancy cleans cancellations- will need to be 48hrs prior to the booking date, if it's cancelled after the 48hrs the full amount of the agreed price will be invoiced. For end of tenancy cleans, if the cleaner arrives to the property and for some reason, cannot gain access into the property, an amount of £90 will be invoiced for wasted time.

### Inaccessibility

Please ensure cleaners have full access to the premises on the day of your scheduled cleaning (this includes access to hot running water and electricity, being able to complete the job without interruption from other service providers in the home, and beloved pets are not in the way of the cleaning, etc). In the event they arrive for your scheduled cleaning and find themselves unable to access the home or unable to clean, there will be a £20 fee for home cleans the time and travel and the full amount for commercial and end of tenancy cleans.

### First Time/One Time Cleanings

If it is your first time with us we recommend that you meet with your cleaning at your home, for a viewing and explain any preferences before starting. This allows you the opportunity to break the ice and meet your cleaner and vice versa.

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## Discounts

Our discounts only apply for the first booking if your part of our email updates. Any promotions will be stated via email.

## Payment is due after services are rendered

We accept cash or bacs payments via our company bank account. You will receive an invoice via email if you are paying by bacs payment.

## Uncontrollable Circumstances

Please consider that there are unforeseen/unpredictable circumstances that may arise with your cleaner. Some of these circumstances include, car accidents, sudden illness and death in the family. In an event that an unforeseen circumstance takes place we will reschedule your cleaning for another day as soon as possible. It's recommended that you always anticipate these rare occurrences by planning cleanings in advance of events, move out date's, etc. We cannot be held responsible for any outcomes from your cleaners inability to work; however, we will do everything we can to accommodate you with a different cleaner as soon as possible.

## Right to Refuse Service

We reserve the right to refuse service for any reason. For example: discriminatory, racist or harassing behaviour, dangerous or harmful home conditions, illegal activity taking place on the premises, and aggressive or overly friendly pets are all valid reasons for service refusal.

## Right to Reschedule

If your cleaning requires an extended amount of time that cannot be accommodated the day of service we reserve the right to reschedule the additional cleaning time on a different day. To prevent this from happening it's important that your booking accurately reflects the state of your home.

## Before and After Photos

Your cleaners may take before and after photos of your house cleaning to support the quality of service that they delivered to you. These photos will only be of areas and items cleaned. Confidential or personal information will not be recorded in any photos.

## About These Terms

We may modify these terms or any additional terms that apply to a service to, for example, reflect changes to the law or changes to our services. You should look at the terms of service regularly. We'll post notice of modifications to these terms on this page. We'll post notice of modified additional terms in the applicable service. Changes will not apply retroactively and will become effective no sooner than fourteen days after they are posted. However, changes addressing new functions for a service or changes made for legal reasons will be effective immediately. If you do not agree to the modified terms of our service, you should discontinue your use of our service.