

## **Terms and Conditions**

### **WELCOME**

We welcome you as a new client to LaSus Cleaning Service. It's our pleasure to serve you in ways that make your life easier, and we hope that your experience with us will be a pleasant one. We encourage you to let us know how you feel about our services and if we met your expectations. Your immediate feedbacks allow us to make any necessary improvements to ensure that we become the premiere cleaning services company in Bristol, Portishead and nearby areas.

Welcome to the LaSus Cleaning Service website. These Terms apply to the use of this Website and by accessing this Website [lasuscleaning.com](http://lasuscleaning.com) and/or making a Booking for Services you agree to be bound by the Terms set out below. If you do not agree to be bound by these Terms please do not use our Website and services. These terms and conditions apply to all of our professional cleaning services booked by phone, SMS, email, website forms, online, actual physical negotiation shall constitute the Customer's acceptance of these Terms and Conditions.

#### *1. Booking, confirmation and cancellation.*

Our cleaning service may be ordered by telephone, SMS, website forms, online, actual physical negotiation or e-mail and you agree to be bound by these terms and conditions; We may ask you to provide a valid proof of identity in a form reasonably acceptable to us upon request.

At the time of booking the Customer must provide details: your full name, full address of your property, your email address, your phone number.

You may make a booking only under your name. If you make a booking under another person's name, this person is responsible for contacting LaSus Cleaning Service regarding the service booked and all possible issues.

#### **BOOKING CANCELLATION / RESCHEDULING BY US**

If you violate any of the Terms, your permission to use the Services and Website will automatically terminate.

We reserve the right to cancel or reschedule any Booking without notice or cause.

#### **BOOKING CANCELLATION / RESCHEDULING BY CLIENT**

You may do a cleaning slot cancellation - minimum 72h before a booking - for free. You can do it by phone call, SMS, what'sapp message or e-mailing us at

[lasus.cleaningservice@gmail.com](mailto:lasus.cleaningservice@gmail.com). If the cancellation/rescheduling will be reported less than 72h before the cleaning service slot, then the client will be charged for full amount of the cleaning slot.

If LaSus Cleaning Service provide you twice a week, weekly or fortnightly services, you may cancel a Booking 3 times\* in the year for free if the cancellation was reported 72h before the cleaning. You can do it by phone call, SMS, what'sapp message or e-mailing us at [lasus.cleaningservice@gmail.com](mailto:lasus.cleaningservice@gmail.com). The cancellation can not be made by verbal conversation with any LaSus Cleaning Service's team member. If the cancellation will be reported less than 72h before the cleaning service, then the client will be charged for full amount of the cleaning slot.

\* Our regular 'twice a week', 'weekly' and 'fortnightly' customers are eligible to cancel the cleaning one time per every 4 months with no charge for cancelled cleaning session, if the cancellation has been reported no less than 72h before cleaning slot. It means as:

- in period January-April: the first one cancellation of the the cleaning slot is free of charge, any other cancellation during this period is charged as for normal cleaning session

- in period May-August: the first one cancellation of the the cleaning slot is free of charge, any other cancellation during this period is charged as for normal cleaning session

- in period September-December: the first one cancellation of the the cleaning slot is free of charge, any other cancellation during this period is charged as for normal cleaning session

If the client is away for few weeks, then there is an option to give your cleaning slot as a gift for anyone else from your area. Please, ask for more details our office team..

## TERMINATION OF THE CLEANING SERVICE AGREEMENT

To all clients willing to book regular domestic cleaning:

The client has the right to terminate the regular domestic agreement up to 7 days prior to the beginning of the service, or there should be at least 1 month notice if the client do not want to use our services any more. The client remains liable for 100% of the full prices of the cleaning services if the agreement has not been terminated with a 1 month notice.

### 2. Access

Electricity, water, waste water facility - Customer agrees to supply all power, water, waste water facility (not related to chewing removal/graffitti removal) for the works to be carried out, failure to supply this may result in a cancellation fee of £40 to cover loss of work, which will then have to be rescheduled at a later date.

Parking - Customer is requested to provide a suitable parking space for our vehicles within close to the property and to cover any parking/congestion expenses if applicable.

Access to the property - If customer fails to provide access to the property is subject to a £40 to cover loss of work, which will then have to be rescheduled at a later date.

Alarm - We are not responsible for any alarms triggered during our cleaning services. The customer must provides us with full instructions for disabling or resetting any alarm systems on the premises.

### *3. Equipment*

Our equipment - In most of the cases we will provide all cleaning materials, chemicals and cleaning machines to perform the work specified by the client in professional manner using every care to accomplish a satisfactory level of service.

Customer's equipment - If required we may agree to offer our services with using customer's cleaning machines, cleaning materials and chemicals only. Customer must provide safe Equipment in working order - The Customer will ensure that all such cleaning materials, chemicals and cleaning machines are safe, in good working order, and suitable for use in connection with the Services.

### *4. Insurance*

5.1 Our Insurance - We are fully insured for public liability and employer's liability.

5.2 Our Employees - All our employees are fully insured, trained and endeavour to treat your home and / or business with the greatest care.

### *5. Services:*

#### REGULAR DOMESTIC CLEANING

The Customer agrees to pay the monthly fee via Bank Transfer.

Minimum duration of 2 hours per cleaning visit applies for all domestic cleaning services.

Customer agrees to provide a task list and all necessary cleaning detergents and equipment for the required work, unless other arrangements have been made with The Company. All cleaning equipment should be safe and in full working order.

If the Customer does not have cleaning detergents and asks The Company to purchase requested items on their behalf, customer understands that an applicable charge will be assessed.

If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £10 charge will apply.

#### ONE – OFF CLEANING / SPRING CLEANING

Minimum duration of 4 hours per cleaning visit applies.

Customer agrees to provide a list of tasks and all cleaning detergents and equipment needed for the required work, unless other arrangements have been made with The Company.

All cleaning equipment should be safe and in full working order.

If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £10 charge will apply.

#### 5.1 END OF TENANCY CLEANING

The Company reserves the right to amend the initial quotation, should the client's original requirements change.

If collection of keys is required from a location outside the postal code area of the cleaning

scheduled, £10 charge will apply.

Minimum duration of 4 hours per cleaning visit applies.

## 6. LATE PAYMENT FEE

There are two weeks to make a payment from the date on the invoice. After two weeks is added late payment fee: £10 for every single 5 days of late (start on 15<sup>th</sup> day from the invoice date).

## *Feedback*

If you have any questions about our terms and conditions, please do not hesitate to e-mail at [lasus.cleaningservice@gmail.com](mailto:lasus.cleaningservice@gmail.com)