

## Clean Art Terms and Conditions

<p><b>Clean Arts' Obligation</b></p> <p>1.1 Our Terms and Condition also represents our contract between our clients</p> <p>1.2 Registration to our services indicates that you have accepted our terms and conditions</p> <p>1.3 Upon registration it takes up to 7 days to allocate or reallocate a regular domestic cleaner</p> <p>1.4 It takes up to three (3) days to allocate cleaners for all other cleans; although upon request we may be able to allocate a cleaner within 24 hours</p> <p>1.5 A temporary cleaner will cover the job in the case of absence of a regular cleaner due to sickness or leave.</p> <p>1.6 All of our cleaners are vetted according to our standards and introduced into the job role by face to face formal means</p> <p><b>Payments</b></p> <p>2.1 All payments should be made payable to Clean Art on a monthly basis (28<sup>th</sup> of each month) prior to the job been carried out</p> <p>2.2 Payments are accepted by standing order, cheque or by credit card online. If you would prefer to pay online; please request an invoice from us.</p> <p>2.3 There is a processing fee of £1.50 for all online transactions</p> <p>2.4 There are no registration fees for using our services.</p> <p>2.5 Upon initial registration standing order mandate form should be returned within 7 days of it been send to clients.</p> <p>2.6 In the event that clients wish to set up standing order by</p>	<p>themselves; they would need to inform Clean Art Ltd by email</p> <p>2.7 Late fees and payments may incur a charge of £5</p> <p>2.8 Price is subject to review at anytime without prior notice</p> <p>2.9 In the event that the cleaning service is not carried out and there is neglect the cleaners or agency part; a replacement cleaner will be provided OR the full payment for this time will be refunded.</p> <p>3.0 If a client decides that they no longer wants to use the service after the first clean; for reasons other than the cleaners/agency fault; the clean will have to be classified as a one-off clean and a minimum of £50 should be made payable to Clean Art.</p> <p>3.1 If a clients fails to be at home when a cleaner turns up for a clean; the cleaner should STILL BE PAID AS APPROPRIATE.</p> <p><b>Cleaning Services</b></p> <p>3.1 Clients should make every effort to contact the agency if they would like to rearrange a clean. If a cleaner turns up to a booked clean and the client failed to be at home; payment for the duration of the clean will still be expected.</p> <p>3.2 There are no services on bank holidays, Christmas or New Year. Clients should make alternative arrangements with their cleaners if their clean falls on these dates</p> <p>3.3 There is a three (3) month minimum term contract on all regular clean that is booked with Clean Art; hereafter one month written notice is required for cancellation</p> <p><b>Other Terms and Conditions</b></p> <p>4.1 Clean Art serves as introduction agency for cleaners</p> <p>4.2 Clients are responsible for providing cleaning products to carry our the job</p> <p>4.3 Clean Art makes every effort to ensure that cleaners are fully</p>
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	<p>vetted; however we cannot take responsibility in the event that the cleaner fails to comply with our or your rules and regulations</p> <p>4.4 Cleaners are not permitted to use bleach, to service or clean any specialized products</p> <p>4.5 Cleaners will do laundry; however it is the clients' responsibility to ensure that they give full instructions to carry out laundry services</p> <p>4.6 In the event that a client successfully deals directly with a cleaner; a sum of £500 will be charged by the clean art to cover all the necessary expenses and losses.</p> <p>4.7 Cleaners should be treated with request at all time by clients</p>
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