



TERMS & CONDITIONS

Communal Cleaning

Services provided by AA Cleaning Services are subject to the following Terms and Conditions:

Definitions

"We", "Us" or "Our" refers to AA Cleaning Services. "You", "your" or "the client" refers to the customer receiving the service(s) detailed overleaf.

- We shall provide all cleaning supplies and cleaning equipment necessary to carry out the service, except if agreed with the client otherwise.
- The Client must provide running water, electricity and sufficient light at the premises where the service takes place.
- The Client accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will entitle customer to no refunds or recovery cleanings. We may take up to 21 working days to respond to a complaint.
- Communal Cleaning services includes: vacuuming of the communal areas, wiping and dusting ledges, remove cobwebs from reachable areas, cleaning of floors (corridors and stairs)
- If no payment has been received at the time of completion of the cleaning service, the Client agrees to send payment via Bank Transfer within 7 days except if agreed other payment conditions.
- We reserve the right to charge interest on invoiced amounts unpaid for more than 30 days at the rate of 8% per annum above the Bank of England base rate from the due date until the date of actual payment under the Late Payments Act.
- We shall not be responsible for any pre-existing damage to the Client's property in the form of old stains/burns/spillages which cannot be cleaned/removed completely using industry standard cleaning methods.
- We shall not be liable for the shrinkage of carpets as a result of poor fitting.

- We shall use its best endeavours to make sure the Client's premises are cleaned to a high standard. However, if appliances, furnishings or fittings have not been cleaned since they were purchased, we shall not be liable for ingrained dirt that cannot be removed using chemicals.
- We have a 2hour minimum service period and will provide the Client with an estimate before work commences. Any quotes provided by us, including any description of jobs to be performed, are estimates only and do not represent a guarantee of work to be performed during the contracted hours. The ability of us to complete the quoted tasks for each service may vary depending on the state of the property; the additional cleaning required or any other factor outside of the our control. Unless specifically directed otherwise, we will only perform the services during the agreed contracted hours. If the amount of time needed to provide the services differs significantly from the initial estimate, then an adjustment to the price will be necessary.
- In order to enable us to undertake the services, the Client agrees to give us a key and/or details of any relevant access codes. If the Client has an alarm and if a code is not provided to us, it is expected that the alarm will be turned off on the days that the services are to be provided. The Client accepts that arrival times may vary due to circumstances beyond our control, such as road works, traffic delays, and parking difficulties. We agree to keep any details of keys and access codes strictly confidential and take all reasonable steps to ensure the security of any physical keys and access codes. We accept no liability of any nature for any losses that may arise from the Client's provision of any key and/or access details and the Client hereby indemnifies us in respect of any losses that may be sustained as a result, howsoever caused.
- These terms and conditions come into effect on commencement of cleaning services by AA Cleaning Services for the Client and the information enclosed are to be read and interpreted in conjunction with the contract between AA Cleaning Services and the Client. AA Cleaning Services reserves its right to amend these Terms without prior notice and the Client agrees to acknowledge any changes in due time.