

Simply Sparkles Ltd.
Professional Home and Office
Cleaning

TERMS AND CONDITIONS:

REGULAR DOMESTIC CLEANING & REGULAR OFFICE CLEANING.

Service cost is £10.00 per hour per cleaner and is subject to signing a Cleaning Service Agreement with Simply Sparkles Ltd. Minimum of 3 hours per cleaning visit applies. Customer agrees to provide a list of tasks and all cleaning materials and equipment needed for the required work, unless other arrangements have been made with Simply Sparkles Ltd. All cleaning equipment should be safe and in full working order. If the customer does not have cleaning materials or value on utility and laundry cards and customer asks Simply Sparkles Ltd. to purchase said items on their behalf, customer understands that an applicable service charge will be assessed. If an Simply Sparkles Ltd. operative needs to collect keys from a third party's address outside the postal code of the premises where work is to be carried out then a £10.00 charge may apply. The client understands that the price he/she has been quoted is not for a "package deal" and does not include anything apart from cleaning and ironing labour. If any estimates of how long it will take our operatives to do the job required are being provided that is only an estimate based on the average time it takes to clean a home or office of similar size to the customer's, it being difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required. If customer requires an initial meeting before the first cleaning visit a signed Service Agreement must be returned to Simply Sparkles Ltd. prior to the visit.

ONE-OFF CLEANING.

A signed acceptance of a cleaning order confirmation is required before work commences. Simply Sparkles Ltd. reserves the right to amend the initial quotation, should the client's original requirements change. Differences in excess of 10% will be discussed with the client prior to the start of the work. Minimum of 3 hours per cleaning visit applies. Customer agrees to provide a list of tasks and all cleaning materials and equipment needed for the required work, unless other arrangements have been made with Simply Sparkles Ltd. All cleaning equipment should be safe and in full working order. If the customer does not have cleaning materials or value on utility and laundry cards and customer asks Simply Sparkles Ltd. to purchase said items on their behalf, customer understands that an applicable service charge will be assessed. If Simply Sparkles Ltd. operatives need to collect keys from a third party's address outside the postal code of the premises where work is to be carried out then a £10.00 charge may apply. The client understands that the price he/she has been quoted is not for a "package deal" and does not include anything apart from cleaning labour. If any estimates of how long it will take our operatives to do the job required are being provided that is only an estimate based on the average time it takes to clean a home or office of similar size to the customer's, it being difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required. The customer is advised that a one-off spring cleaning may take double the length of time required for a general cleaning. Post Construction Cleaning (After Builders Cleaning), Post Party Cleaning or Badly neglected homes may take up to three times longer than a well maintained home requiring general cleaning. Therefore we advise the customer to ask for our special cleaning services: After Builders Cleaning (please see End of Tenancy Cleaning's terms) and After Party Cleaning.

END OF TENANCY CLEANING

A signed acceptance of a cleaning order confirmation is required before work commences. Simply Sparkles Ltd. reserves the right to amend the initial quotation, should the client's original requirements change. Differences in excess of 10% will be discussed with the client prior to the start of the work. Not included in the service price are: walls, ceilings, curtains, balconies, patios, exterior windows, carpet cleaning, emptying and putting items back in cupboards/wardrobes/drawers, emptying, cleaning and putting back books on bookshelves, washing up and cleaning cutlery. All of the above-mentioned services, excluding walls and ceiling cleaning, are available at an extra charge. The property must be vacated. If Simply Sparkles Ltd. operatives need to collect keys from a third party's address outside the postal code of the premises where work is to be carried out then a £10.00 charge may apply. If the customer requires cleaning service after building work has been carried out recently (service also known as After Builders Cleaning which takes up to twice the time needed for successful completion of

the required tasks) then a 30% from the standard End of Tenancy Cleaning quote will be added.

CARPET CLEANING

A signed acceptance of a cleaning order confirmation is required before work commences. Simply Sparkles Ltd. reserves the right to amend the initial quotation, should the client's original requirements change. Differences in excess of 10% will be discussed with the client prior to the start of the work. If Simply Sparkles Ltd. operatives need to collect keys from a third party's address outside the postal code of the premises where work is to be carried out then a £10.00 charge may be added to the price of the service. All carpet-cleaning prices are subject to £40.00 minimum call out charge.

PAYMENT

All outstanding balances for cleaning services carried out (except regular domestic and office cleaning) are payable by cash or cheque made payable to the Simply Sparkles Ltd. operatives upon completion of the job on the day of the service. Please ask for the operative's name. If paying by cheque, a cheque guarantee card is required and the customer will be responsible for all bank and legal charges resulting from a dishonoured cheque.

CLAIMS

Simply Sparkles Ltd. has a public and employer's liability insurance. The policy will cover any accidental damages caused by an operative working on behalf of Simply Sparkles Ltd. The sub-contracting cleaners working with Simply Sparkles Ltd. Have their public liability insurance as well. The policy will cover any accidental damages caused by an operative working on behalf of Simply Sparkles Ltd. There is £50.00 excess on any claim. The customer accepts and understands that poor service; breakage/damage or theft must be reported within 24 hours from our service date. Failure to do so will entitle customer to nothing. Simply Sparkles Ltd. advises that the customer or a customer's representative must be present at the time of completion of the job so an inspection can be carried out and any corrections made on site on the same day. If the customer has scheduled an inventory check then it must be scheduled to commence no later than 24 hours after the cleaning job has been carried out. In case of damage Simply Sparkles Ltd. will repair the item at its cost. If the item cannot be repaired Simply Sparkles Ltd. will rectify the problem by crediting the customer with the item's present actual cash value toward a like replacement from an Simply Sparkles's source upon payment of cleaning services rendered. If the customer is not completely satisfied with a cleaning job, Simply Sparkles Ltd. will re-clean any areas and items to customer's satisfaction. All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, jewellery, items of sentimental value (the customer will be credited with the items present cash value), art and antiques. Key replacement/locksmith fees are paid only if our operatives lose keys. There is a £30 per location liability limit. Simply Sparkles Ltd. reserves the right not to be responsible for: cleaning job not complete due to the lack of suitable cleaning materials and/or equipment in full working order, hot water or power; third party entering or present at the customer's premises during the cleaning process; wear or discolouring of fabric becoming more visible once dirt has been removed; failing to remove old/permanent stains that cannot be removed using standard carpet cleaning methods; existing damage or spillage that cannot be cleaned/removed completely using provided by the customer cleaning materials and equipment or standard carpet cleaning equipment; any damages caused by a faulty or not in full working order materials/equipment supplied by the customer; accidental damages worth £50.00 or less; any accidental damages caused by our cleaners if the customer has an unpaid balance owed to Simply Sparkles Ltd.

CANCELLATION.

Regular domestic cleaning, office cleaning:

Customer may cancel a cleaning visit/s by giving at least 24 hours advanced notice. Customer may terminate the whole service by giving one month (30 days) advanced notice in writing and specifying the last cleaning date. Customer agrees to pay the full price of the cleaning visit if the customer cancels or changes the date/time less than 24 hours prior to the scheduled appointment. Customer agrees to pay the full price of the cleaning visit in the event of a lockout caused by our cleaners being turned away; no one home to let them in; or problem with customer's keys. If keys are provided they must open the lock without any special efforts or skills. Customer agrees to pay the full price of one cleaning visit in case of a termination of the service if the customer has given less than one week advanced notice.

Customer has the right to terminate the service without giving one week advanced notice but by giving 24 hours advanced notice before or immediately after the first cleaning visit only.

Customers must not directly or indirectly try to solicit or lure away from the Company any cleaner who has supplied cleaning services, within a period of two years prior to the date on which their association with the Company finished.

One-off cleaning: Customer may cancel the scheduled cleaning job at least 24 hours prior to the agreed start time. Customer agrees to pay £30.00 cancellation fee per cleaner if the customer cancels or changes the date/time less than 24 hours prior to the scheduled appointment. Customer agrees to pay £30.00 cancellation fee per cleaner in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; or problem with customer's keys. If keys are provided they must open the lock without any special efforts or skills.

End of tenancy cleaning & Carpet cleaning: Customer may cancel the scheduled cleaning job at least 24 hours prior to the agreed start time. Customer agrees to pay 40% of the quote as a cancellation fee if the customer cancels or changes the date/time less than 24 hours prior to the scheduled appointment. Customer agrees to pay 40% of the quote as a cancellation fee in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; no water or power available at customer's premises; or problem with customer's keys. If keys are provided they must open the lock without any special efforts or skills. If an initial deposit has been paid to Simply Sparkles Ltd. then the customer agrees that deposit funds may be used to cover the cancellation fee.

APPENDIX

By ordering Simply Sparkles's service by telephone, e-mail, fax or Simply Sparkles's website the customer agrees to be bound by Simply Sparkles's terms and conditions.

The relevant United Kingdom law shall govern these terms and conditions, and by agreeing to be bound by them the customer agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom.

Simply Sparkles Ltd. reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.