



**Please carefully read our below terms of business:**

- Chic Cleaning Services Ltd provides a full range of domestic and office cleaning services. The term “cleaning” does not include the removal of oil, paint, varnishes or other such substances or the cleaning of windows, external cleaning or carpets (other than vacuuming).
- Unless specifically directed otherwise, our cleaner 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. You will always be informed in advance should we feel the service required adjustment.
- From time to time, the Client may request that the cleaner perform additional work in excess of the agreed hours (eg, an initial deep clean) and in such circumstances, Chic Cleaning Services will invoice the Client for any additional hours worked. If the conditions in the Client's home change (i.e., a new pet or additional household members), it may be necessary to revise the service charge. You will always be advised in advance should a cleaner feel a change to the service is necessary.
- Chic Cleaning Services shall not be liable for failure to carry out work if prevented from doing so as a result of any circumstances beyond the cleaner’s control. The Client will not be charged for any work not actually undertaken by the cleaner in such circumstances.
- All work performed by the cleaner under this Agreement will be invoiced to the Client based on the number of hours worked and not on any other basis. Chic Cleaning Services will agree with the Client the number of hours that will be worked and will invoice the Client in accordance with that agreement.
- In order to enable the cleaner to undertake the services, the Client agrees to give to the cleaner a key and/or details of any relevant access codes. If the Client has an alarm and if a code is not provided to the cleaner, it is expected that the alarm will be turned off on the days that the services are to be provided.
- The cleaner agrees 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. Chic Cleaning Services accepts 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 the Contractor in respect of any losses that may be sustained as a result, howsoever caused.
- If the Client has a concern regarding the quality of the service provided, he or she is obliged to immediately raise that concern and in any event no later than 24 hours of the service being provided. If the concern is justified, Chic Cleaning Services will arrange for the re-cleaning or rectification of the area under dispute for no additional charge. The Client will remain liable to pay for hours worked by the cleaning providing the initial services.



- Chic Cleaning Services and its cleaners are insured, however it shall not be liable for any loss, damage, or injury arising from the breaking or disintegration during cleaning. Chic Cleaning Services expects the Client to secure and/or move any items of either extreme monetary or sentimental value and assumes that all surfaces are sealed and ready to be cleaned without causing harm.
- Chic Cleaning Services reserves the right to take all reasonable steps to make good any damage for which it may be liable under this Agreement in lieu of making payment in respect thereof. Subject to the Contractor taking all reasonable steps to make good any damage for which it is liable under this Agreement, it shall not be liable to the Client for any further compensation.
- It is a condition of this Agreement that the Client provides a minimum of 24 hours' notice to make a cancellation of work as arranged.
- The Client shall provide, free of charge, all necessary products, electricity, hot water and other facilities, which may be required to enable the cleaner to carry out the work. All fragile, breakable and/or high value (whether sentimental or expense) items must be secured or removed before each service is provided by the cleaner.
- It is a condition of the Agreement that the Client hereby undertakes that he or she will not during the period of the Agreement or for the period of 12 months after the termination thereof:
  - Refer any person or persons employed by the Contractor to anyone unless the Client refers the Contractor itself; or
  - offer to give to any person or persons employed by the Contractor any employment similar to his or her employment with the Contractor, the expression "Client" in this context includes in the case of a company its beneficial owners.