



Terms and Conditions of Services

Introduction

These terms and conditions ("Terms") govern the provision of cleaning and maintenance services ("Services") by **Lindacare Ltd** (hereafter referred to as "the Company", "we", "our" or "us"), with registration number 15185484 and located at Flat 27 Cityview Point, 139 Leven Road, London, England, E14 0XS, to the customer ("you" or "the Client").

By requesting and accepting our Services, you agree to be bound by these Terms. If you do not agree to these Terms, please refrain from using our Services.

Booking and Scheduling:

- **Booking Process:** Clients can book cleaning services through our website or app. We recommend scheduling in advance to secure your preferred time and date.
- **Corporate Clients:** Corporate clients may request recurring cleaning services. Service frequency and duration will be agreed upon individually.

Service Pricing and Payment:

- **Service Rates:** The pricing for our cleaning services is provided on our website or app. Corporate clients may receive custom pricing based on their specific needs.
- **Payment Methods:** We accept various payment methods, including credit/debit cards, electronic funds transfers, and invoicing for corporate clients.
- **Invoicing:** Invoices for corporate clients will be sent on an agreed-upon schedule.

Contract

- The client agrees to the Agreement and Standing Order/Direct Debit when placing the order of placing the order
- Three months minimum contract length applies for all Regular Cleaning Services. Thereafter the contract will roll on a monthly basis
- After the first three months, six weeks' written notice is required for termination of the contract
- LindaCare Ltd agrees to keep all clients' information confidential
- LindaCare Ltd reserves the right to refuse to share any of the confidential company's documents
- Where the client is requested to communicate with LindaCare Ltd this will be via email at: info@lindacare.co.uk
- All communication from LindaCare Ltd to the client will be conducted by email

Cancellation and Rescheduling:

- A £25 administrative fee is applicable if cancellation occurs 4 days before the booking date.
- A 50% refund is available for cancellations made up to 36 hours before the booking.

- Cancellations within 36 hours of the booking are non-refundable.
- Rescheduling is free of charge if done within 48 hours after the initial booking.

Services

- LindaCare Ltd will prepare and agree with the client a customised task list
- One month after commencement of service a supervisory visit will be scheduled to conduct a review of the client's requirements and satisfaction with the service
- Reviews will be carried out every six months thereafter to establish that cleaning schedule and specification are as required
- Cleaning services continue uninterrupted throughout the year, excepting 25th December and 1st January
- Cleaning services over any period while the client is on holiday will be used to complete additional tasks as agreed, eg fridge, windows, inside kitchen cupboards etc.

Variations/Changes to Cleaning Service

- On appointment, LindaCare Ltd gives an estimate of the duration of the cleaning service, based on the client's initial requirements. Please note that the cleaner may discuss a variation on the planned duration and specification if, in practice, it appears to be required
- At any time during the contract or at our regular reviews, should LindaCare Ltd consider the specification of work or duration of hours require adjustment, these will be discussed with the client to agree any changes

About the Cleaners

- Our cleaners usually work alone, but we do reserve the right to assign cleaners in pairs where reasonable and required
- We aim to provide the same person to you as your regular cleaner. There may be times when a different cleaner may be assigned to you due to sickness, holidays or rota requirements
- Our cleaners will always endeavour to keep to the agreed time slots, but some flexibility may occur occasionally
- All the cleaners working on our behalf are recommended by us
- Our cleaners are required to take instructions and direction from LindaCare Ltd
- Our cleaners have been trained in the use of the recommended cleaning materials and will use only these materials specified

Materials

- LindaCare Ltd will provide their own cleaning products
- LindaCare Ltd reserve the right to refuse the use of the client's own cleaning materials.

Client's Responsibilities

- The client agrees to sign and return the Agreement to LindaCare Ltd within 7 days of placing the order.
- Where collection of keys is required from a location outside the postal code area, the client agrees to reasonable charges.

- The client will give any special instructions for the deactivation/activation of any household alarm systems.
- Any cleaning equipment provided by the customer must be safe and in full working order.
- The client agrees to provide unencumbered access to premises on all agreed cleaning dates during the agreed time and to allow uninterrupted working time while the cleaner is at work.
- The client will provide the cleaner with access to hot water and power.
- The client confirms they have suitable home insurance for accidental damage - see below "Complaints and Claims".
- The client agrees to inform LindaCare Ltd in good time of any change of circumstance which may impact on the service we provide to you or which may directly or indirectly affect the cleaner. For example change of personal information, new pet, change of alarm
- The client agrees to direct all communication through the office at LindaCare Ltd and not directly to the cleaners.
- The client agrees that any new cleaning requests, additional cleans or recommendations to friends and family will be directed through the office at LindaCare Ltd
- The client will inform LindaCare Ltd of the cancellation of any cleaning visit with at least 48 hours notice

Fees, Invoices and Payments

- The fee for LindaCare Ltd service for recurrence services, is payable weekly in advance by Standing Order or by Bank Transfer paid into the nominated account, credit or debit card upon request. All major cards are accepted except American Express.
- All payments are made in GBP, and invoices will be emailed to the client by the frequency of their service.
- Statements are available on request. Contact accounts@lillihomeharmony.co.uk
- Services due but suspended by agreement with LindaCare Ltd remain subject to charge
- Any cancelled cleaning visits remain subject to full charge
- Fees in full remain payable in the event of a lock-out caused by our cleaners being turned away, no one home to let them in; or a problem with the customer's key

Non-payment/Late Payment/Suspension of Service

- The client understands that cleaning will not commence before payment is received by LindaCare Ltd
- Late payments may be subject to additional charges of £2 per hour plus interest
- Where weekly payments are missed, the client understands that LindaCare Ltd reserves the right to suspend cleaning services
- Where payments remain outstanding 30 days after invoice, the account is passed to our collection's agency. This incurs a charge of 25% additional to the initial invoice due. As part of this contract, the client agrees to pay this sum, representing LindaCare Ltd's reasonable costs of recovery.
- Non-Payment or late payment for services will void any claims for damages.

Contract Termination

- The client may terminate the cleaning service by giving 6 weeks' notice in writing and specifying the last cleaning date
- Service not required during the notice period will be invoiced for the full price of the cleans that we would expect to provide
- The client may not hire directly or use directly any home-related services provided by a present or past cleaner introduced to the client by LindaCare Ltd. In the event that this occurs, a referral fee becomes payable to LindaCare Ltd
- LindaCare Ltd reserves the right to terminate the contract with 6 weeks' notice or immediately in extraordinary circumstances

Complaints and Claims

- In case of complaint, LindaCare Ltd requires to be notified within 24 hours after completion of the cleaning work. Complaints are accepted only in writing by email to info@lindacare.co.uk
- 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.
- The client understands that there is a claim limit of £50 per damage claim, including associated costs. Although we take every care to look after your home, the client must have suitable home insurance for any accidental damage.
- In case of damage LindaCare Ltd will repair the item at its cost. If the item cannot be repaired, LindaCare Ltd will rectify the problem by crediting the customer with the item's present actual cash value toward a like replacement from LindaCare Ltd's source
- LindaCare Ltd will always aim to provide you with a prompt response and resolution
- Key replacement/locksmith fees are paid only if keys are lost by our operatives. There is a £30 per household liability limit

Client Satisfaction

- If the customer is not completely satisfied with a cleaning job, LindaCare Ltd will re-clean any areas and items to customer's satisfaction. Therefore, the client must allow the cleaner/another cleaner to return
- The client understands that he/she is not entitled to any refunds
- The client may be present at all times during the recovery cycle. LindaCare Ltd reserves the right to return a cleaner no more than once

Insurance

- LindaCare Ltd has Public Liability Insurance. The policy will cover any accidental damages caused by an operator working on behalf of LindaCare Ltd, reported within 24 hours of service date

Liability

- LindaCare Ltd will not be held responsible for call-out fees with respect to alarm systems
- Key replacement/locksmith fees will be paid by LindaCare Ltd, only if keys are lost by our operatives. There is a £30 per household liability limit

- LindaCare Ltd reserves the right not to be liable for:

Delay for a Cleaning Visit Due to External Factors:

- If our cleaners are delayed due to unexpected traffic congestion or unforeseen road closures, we'll do our best to notify you promptly. However, we cannot be held responsible for delays caused by such external factors.
- If our cleaners rely on public transport and there are unexpected delays or cancellations, we'll aim to inform you as soon as possible. Please understand that these situations are beyond our control.
- If a cleaning service is postponed due to the client's broken equipment, we may need to reschedule or adjust the service provided.
- Our cleaners cannot provide services if they're turned away from the premises, no one is available to let them in, or there's a problem with the client's keys.
- We're not obliged to perform tasks not previously agreed upon or not included in our task list/specification.
- Cleaning may not be completed if there's a lack of suitable cleaning detergents or equipment, Equipment is not in full working order, or there is no hot water or power.
- We're not responsible for any interruptions or issues arising from a third party entering or being present at the client's premises during cleaning.
- Cleaning might reveal wear or discolouring of fabric that becomes more visible once dirt is removed.
- We strive to clean as thoroughly as possible, but we can't guarantee the removal of old or permanent stains that don't respond to standard cleaning methods.

General

- Existing damage or spillage which cannot be cleaned/removed completely using cleaning detergents and equipment provided by the client, or standard cleaning equipment, or
- Any damages caused by faulty or inadequate detergents/equipment supplied by the client
- Any adjustment to windows, lighting, heating and appliance settings
- Exit and entry of pets.

These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them the client agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom. LindaCare Ltd reserves the right to make any changes to any part of these terms and conditions without giving any prior notice. Should any of the above clauses change all existing customers will be notified.