

Terms and Conditions of Service

EFFECTIVE DATE: 1st September 2025

Company: Qualitas Cleaning Limited (Company Number: 15915778)

Contact Email: contact@qualitascleaning.co.uk

Registered Address: Office 548, 58 Peregrine Road, Hainault, Ilford, Essex, IG6 3SZ

1. Introduction

These Terms and Conditions (the "Terms") govern the contractual relationship between you (the "Client") and Qualitas Cleaning Limited ("we", "us", "our") for the provision of cleaning services. Please read them carefully.

By booking a service with us, you confirm that you accept these Terms and agree to comply with them. If you do not agree, you must not use our services.

2. Our Contract with You

2.1. A contract between us is formed when you book a service via our website, phone, or email, and we provide email confirmation of the booking.

2.2. These Terms, alongside our **Privacy Policy** (which details how we handle your data) and any specific service quotation, constitute the entire agreement between us.

3. Services, Pricing, and Payment

3.1. **Services:** We provide domestic and commercial cleaning services as detailed on our website and in your specific quotation. All services are carried out in accordance with our internal **Quality Standards SOP**.

3.2. **Pricing:** Our current pricing is as quoted. We reserve the right to review our prices. For recurring clients, we will provide a minimum of **60 days' written notice** of any price increase.

3.3. Payment Terms:

- **Domestic Clients:** Invoices are due for payment within **7 days** of the invoice date.

- **Commercial, Estate Agent, Post Construction, Air B& B Clients:** Invoices are due within **14 days** of the invoice date, unless otherwise agreed in writing.

3.4. **Payment Methods:** We are a cashless business. All payments must be made electronically via the payment link on your invoice or by prior bank transfer arrangement.

3.5. **Late Payment:** If an invoice is not paid by the due date, we reserve the right to:

- * Charge a late fee of **5%** of the total invoice value.
- * Suspend all future services until the account is brought current.
- * Charge interest on the overdue amount under the Late Payment of Commercial Debts (Interest) Act 1998.

4. Booking, Cancellation, and Access

4.1. Cancellation by You:

- For recurring services, we require a minimum of **48 hours' notice** to cancel or reschedule a clean without charge.
- Cancellations with less than 48 hours' notice may be subject to a cancellation fee of up to **50% of the service cost**.
- For one-off services (e.g., End of Tenancy, Deep Cleans), specific cancellation terms will be confirmed in your quotation.

4.2. **Cancellation by Us:** We may cancel a service due to unforeseen circumstances (e.g., staff illness). We will provide as much notice as possible and will work with you to reschedule at the earliest opportunity.

4.3. **Client Access & Safety:** You are responsible for ensuring we have safe and clear access to your property at the scheduled time. If our team cannot access the property and no notice was provided, the full service fee will be payable.

5. Client Responsibilities

For the safety of our staff and the effectiveness of our service, you agree to:

- 5.1. Provide a safe working environment and alert us to any potential hazards.
- 5.2. Secure any pets, if necessary.
- 5.3. Ensure that any valuable or fragile items are secured or identified before we clean.

6. Our Commitment, Liability, and Insurance

6.1. **Quality & Satisfaction:** We are committed to your satisfaction. If you are not happy with any aspect of your clean, you must notify us within **24 hours** of service completion.

We will return to rectify the issue at no extra cost, subject to the complaint being reasonable and within the scope of the agreed service.

6.2. **Insurance:** We hold full Public Liability Insurance. A copy of our certificate is available on request.

6.3. **Liability:** Our total liability to you for any loss or damage is limited to the value of the service provided. We are not liable for any indirect or consequential loss, or for any damage that arises from a failure to follow our reasonable care instructions (e.g., not securing a fragile item).

7. Data Protection

We will only use the personal information you provide to us to provide the services and to inform you about similar services which we provide, unless you tell us that you do not want to receive this marketing. We will not share your data with third parties for their marketing purposes. For full details, please see our **Privacy Policy**.

8. Other Important Terms

8.1. **Termination:** Either party may terminate a recurring service agreement by providing **14 days' written notice**.

8.2. **Changes to these Terms:** We may revise these Terms from time to time. The updated version will be posted on our website and will be effective from the date of publication.

8.3. **Governing Law:** This agreement is governed by English law and you can bring legal proceedings in the English courts.