



1 Page Honeycomb Cleaning Services Ltd (HCS) Agreement

1. Honeycomb Cleaning Services Ltd (HCS) agrees to provide the cleaning services for the property as set out in the attached notes hereto and will exercise skill and care in performing the service. Further, HCS will undertake the cleaning services in a reliable, caring and trustworthy manner.
2. The Client has hereby given permission to HCS to enter the property in order to undertake the cleaning services as set out in the attached notes or as may be agreed between the parties.
3. In order to undertake the cleaning services, the Client may provide HCS with keys to access the home. Such keys shall remain the property of the Client and are to be returned to the Client upon request. HCS agrees not to loan, duplicate, or use the keys in any unauthorised manner, nor for any reason other than to access the property at agreed times for the purposes of cleaning. HCS will ensure the safekeeping of keys at all times. HCS accepts responsibility for the costs of replacement keys, locks and any associated damage or losses should the keys be lost, stolen or misused whilst in their possession.
4. Where parking is restricted, it is the Client's responsibility to ensure access. Where necessary, parking passes should be provided.
5. HCS will provide all the necessary machinery, tools & materials for the proper completion of the cleaning service. Such materials shall be of a high standard and suitable for use in the home.
6. In the event that the Client wishes a particular product or tool to be used to undertake any cleaning, HCS agree to exercise reasonable skill and care in using the same to the instructions of the Client and where such reasonable skill and care is used, HCS accepts no liability for damages caused by or to products or machinery.
7. HCS will repair or replace any items damaged during the process of cleaning up to a maximum cost of £1,000 where our negligence has taken place. HCS takes no liability for faulty fixtures & fittings of items in the Client's house or damage caused by them. It remains the Client's duty to maintain the environment & inform HCS of any changes. If an item is damaged, we will contact you to inform you within 24 hrs.
8. Cleaning will be performed by 2 members of staff, or they may clean alone. While working in pairs the duration of the clean will be reduced to half the quoted time although the total duration will remain constant.
9. The Client agrees to pay HCS the quoted cleaning rate, detailed at the start of this contract, in respect of the aforesaid cleaning services. The Client will pay HCS on the day of the clean or before and HCS will provide receipts for payments made by the Client. All payments are to be made to HCS, any money given to employees will not be deducted from the balance owed unless requested by HCS.
10. In the event that payment for cleaning services is not received within 1 day of said clean, then any cleaning agreement will be suspended until the outstanding amount is cleared.
11. Where the Client seeks to temporarily suspend the services e.g. by reason of holiday, they shall provide HCS with 1 weeks notice.
12. If you wish to cancel your services within 24 hours or less of the agreed start time, you will be required to pay the full price for the provision of the service. If you give 24 or more hours' notice, but less than 48 hours' notice, you will be required to pay 50% of the total price.
13. In the event of any changes to HCS's prevailing rates or service, HCS will provide 4 weeks' notice.
14. In the event that additional cleaning services are required by the Client these shall be the subject of specific agreement between the parties.
15. The contract is for an unlimited term. Either party can terminate the contract by giving the other party 4 weeks written notice.
16. In the event of the Client having a complaint or an item cannot be found, the Client agrees to raise such a complaint orally or in writing within 48 hours of the complaint arising, or as soon thereafter as is reasonably practicable.
17. HCS agrees that it nor its employees shall not now, during the currency of this contract, nor at any time thereafter, use, publish or otherwise disclose any information which, by reason of its character or the circumstance or manner of its disclosure, is evidently confidential to the Client, relating to the affairs, finances or business of the Client, their family or household, otherwise than in the proper course of cleaning duties or as required by the law. HCS agrees not to communicate with the Press, broadcasting or other media regarding the Client, the Client's family or household, except with the Client's express prior written consent.
18. HCS staff will exercise reasonable skill and attention in caring for any pets while in the property but we cannot be liable for any damage caused to or by animals during, after or as a result of our cleaning.
19. HCS will not accept deliveries while in a property unless by prior agreement. When accepting deliveries, HCS accepts no liability for checking the conditions or contents of the delivery.
20. If for any reason an employee (or previous employee of less than 2 years) of HCS is paid for services outside of the contract with HCS directly, then the client will be entitled to pay HCS a recruitment/finder fee of £2,000.
21. The use of photographs and/or video recordings may be taken to promote our work. HCS will contact you to ask and show you before any content is distributed.
22. Any variation to the terms set out herein is subject to the parties agreeing to the same.