

Commercial Cleaning Service Agreement

These terms and conditions of service constitute the full and complete service agreement (the "Agreement") between you (the "Customer") and IVS CLEANING LTD ("Service"). IVS CLEANING LTD, 31 Knebworth Avenue, Walthamstow, E17 5AH, London, Company Number 11031054, VAT № 328536879

1. Cleaning services

A) Subject to the terms of this Agreement, IVS CLEANING LTD agrees to provide, Office Cleaning, Restaurant Cleaning, Surgery/Dental Cleaning, Coffee/Pub Cleaning, School/Nursery Cleaning, Communal Areas/Stairs Cleaning (the "Service") to the Customer at an address specified by the Customer (the "Premises").

B) The Service will be for such cleaning duties as agreed with the Customer at the time of booking.

C) IVS CLEANING LTD will provide one or more cleaners (the "Cleaner") to attend the Premises to provide the Service at a time and date mutually agreed between IVS CLEANING LTD and the Customer (the "Service Time").

D) IVS CLEANING LTD endeavour to provide the Service faithfully, diligently and in a timely and professional manner.

E) IVS CLEANING LTD will ensure that Cleaners introduced will hold the legal right to live and work in the United Kingdom. All Cleaners that are introduced by IVS CLEANING LTD will have a self-employed status with the Inland Revenue, so the Customers are not required to deduct tax under the P.A.Y.E system. They are not employed by IVS CLEANING LTD.

F) For Services such as Office Cleaning, Restaurant Cleaning, Surgery/Dental Cleaning, Coffee/Pub Cleaning, School/Nursery Cleaning, Communal Areas/Stairs Cleaning IVS CLEANING LTD can provide cleaning materials and equipments (upon request and subject to additional charge). All cleaning types of equipment are safe and in full working order.

G) If an estimate is given on how long it will take our cleaners to do the job, this is only an estimate based on the average time it takes to clean a home of similar size;

H) It is difficult to estimate precisely how long the job may take and a degree of flexibility may be required. I) Our acceptance of your booking brings into existence a legally binding contract between us;

J) IVS CLEANING LTD will advise all Cleaners to keep clients keys safe at all times and to not keep the Customers address attached to them; although IVS CLEANING LTD does take responsibility for any loss or damage should this occur.

K) IVS CLEANING LTD will endeavour to make every reasonable effort to replace your Cleaner in the event of sickness or holiday.

2. Satisfaction Guarantee

A) Your satisfaction is guaranteed. In any other cases, if you are not completely satisfied with our standard of service provided by the Cleaner, IVS CLEANING LTD will arrange for you a replacement Cleaner as soon as possible, normally within seven working days to re-clean to the relevant standard. Please contact the office as soon as possible during our normal business hours within 3 working days.

B) You are not allowed to make complains if you have not agreed with our recommended time duration for cleaning when you have been booking your service with us. All complaints relevant to B) point will be bounded by our Terms and Conditions

3. Additions and amendments binding

A) Before entering this Agreement, the Customer and IVS CLEANING LTD will agree on a set number of hours per week/fortnight. Any changes to the Service to be provided must be agreed by IVS CLEANING LTD 24 hours prior to the Service Time;

B) If the Customer requires any additional services or variations at the time the Service is being performed, the Customer must first contact IVS CLEANING LTD by telephone, who may agree to provide the additional services in its absolute discretion. The Cleaner is not authorized to agree to any changes to the Service being provided. The Customer must not request such changes directly from the Cleaner;

C) If the Customer wants to change the hours/days of the Service the Client should contact IVS CLEANING LTD immediately by telephone and follow this up in writing within 7 days preferably by email (info@ivscleaning.co.uk).

4. Customer Representations and warranties

The Customer represents and warrants that:

A) It will provide a safe working environment at the Premises for the Cleaner to perform the Service.

B) The Cleaner will have unencumbered and unobstructed access to those areas of the Premises requiring the Service.

C) It will provide the Cleaner with access to all services and utilities (including hot and cold water, electricity, and rubbish bins) as required by the Cleaner to provide the Service.

D) The client agrees to behave nicely to the Cleaner and to treat her/him with respect.

E) It will advise IVS CLEANING LTD prior to the commencement of the Service of any hazards, slippery surfaces, risks or dangers, ingrained dirt, grease or grime at the Premises.

F) It is authorized to use the Premises and obtain the provision of Service.

G) If the Customer requires the Cleaner to clean behind or under any heavy items (e.g. a fridge, bookshelf, or other furniture), it will move those items prior to the commencement of the Service. and it will secure or remove any fragile, delicate, breakable or valuable items, works of art, antiques, or items of sentimental value prior to the commencement of the Service.

H) Fridges and Freezers must be thoroughly defrosted before cleaning can start. Kitchen cupboards must be emptied before cleaning can start. They will not be covered by the terms if this is not the case. Ovens must be in a condition that will enable thorough cleaning with standard professional chemical products.

I) We will do our best to make sure your electrical appliances, microwave, oven, fridge/freezer, are cleaned to a high standard. However, if they have not been cleaned since they were purchased, we won't be held liable for ingrained dirt that cannot be shifted using standard professional chemicals.

J) The Customer agrees to inform IVS CLEANING LTD for any change of house/flat alarm code or key changes in advance.

K) The Customer agrees to fully instruct/show (included the materials) to the Cleaner how to use machines (such as washing machine, dryer, iron or any other) if service requires.

L) The Customer agrees to inform IVS CLEANING LTD at least 7 days' notice should they be taking holiday/do not require the Cleaner to work over this period.

M) A full refund is to be made if the Customer going on holiday and have informed us in advance.

N) A charge (no refund) appears for you if the Customer is away and don't inform us that won't need Service.

5. Health and safety risks

A) The Cleaner is entitled to undertake a job safety analysis before the commencement of any work to assess the health and safety risk at the Premises.

B) The Cleaner may, either before or during the provision of the Service not use or cease using any materials or cleaning equipment provided by the Customer if the Cleaner thinks, in their absolute discretion, that the use of such materials or cleaning equipment poses a risk to health and safety.

C) The Cleaner may, either before or during the provision of the Service not provide or cease the provision of the Service where carrying out the Service presents, in the absolute discretion of the Cleaner, a risk to health and safety.

6. No engagement of cleaners

A) The Customer acknowledges IVS CLEANING LTD invest significant resources in recruiting, selecting and training their Cleaners. Unless IVS CLEANING LTD give prior written permission, the Customer must not, directly or indirectly, engage, employ or contract with any Cleaner to provide domestic services to the Customer or any associate of the customer for any period during which services are provided by IVS CLEANING LTD or for a period within 12 months after the conclusion of any Service.

B)The Customer acknowledges that IVS CLEANING LTD may suffer loss and damage, including, without limitation consequential loss, as a result of a breach of this clause by the Customer.

C)The Customer acknowledges that have to pay IVS CLEANING LTD the amount of £1,000 if employ the Cleaner direct or indirect within 12 months after ending any agreement made with IVS CLEANING LTD ordered by website, email or phone.

D) By ordering our services over the website, email or phone related to IVS CLEANING LTD, The Customer acknowledges that accept our Terms and Conditions

7. Job quotations

A) The actual price payable by the Customer is calculated on the total number of hours worked by the Cleaner;

B) Any price quoted by IVS CLEANING LTD is an estimate only based on IVS CLEANING LTD experience, without an inspection, and based on information provided by the Customer. Subject to this clause, quotes are valid for a period of 30 days from the date of the quote;

C) If at the commencement or during the course of providing the Service, it is apparent that the actual cost of the Service will exceed the quote provided by IVS CLEANING LTD, IVS CLEANING LTD will provide the Customer with the option to pay an increased fee to complete the Service, or pay the quoted amount without the Service being completed;

D) The Customer must inform IVS CLEANING LTD whether any cleaning services required are for an 'end of tenancy' at the time of quotation;

E) If our cleaners need to collect keys from a third party's address outside the postal code of the premises where the work is to be carried out, or on a different day of the service then a £20.00 charge may apply.

F) Parking charges are applicable if parking arrangements cannot be made;

G) Congestion charge fee is subject to an additional charge (if required).

8. Bookings

A) Our cleaning service may be ordered by website, telephone or e-mail and you agree to be bound by these terms and conditions;

B) At the time of booking the Customer must provide details of any hazards, slippery surfaces, risks or dangers, ingrained dirt, grease or grime located at the Premises;

C) IVS CLEANING LTD provides all quotations at the time of booking, quotation will be sent via email to the Customer (if an email address is provided);

D) IVS CLEANING LTD reserve the right not to accept a booking for any reason;

E) These terms and conditions shall be governed by the relevant United Kingdom law, 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. IVS CLEANING LTD reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.

F) Domestic Cleaning: A minimum of 2.5 hours per cleaning visit applies for Regular Cleaning Service and 2 hours for Commercial Cleaning Services.

G) One-off / Spring Cleaning / Afterparty: A minimum of 4 hours per cleaning visit applies.

H) End of Tenancy Cleaning: We have a fixed price for this service depending on the size of the property. Check our website for more info: <https://www.ivscleaning.co.uk>

I) After builders cleaning, we will ask you for a "list to-do" and then we can discuss how many hours are necessary to complete the job for you.

J) Carpet and upholstery cleaning prices are based on different types of space (bedrooms, rooms), sofa (2-seater or 3-seater), etc. Minimum booking cost is £49.

H) Commercial Cleaning: A minimum of 2 hours per visit applies.

9. Payment terms

- A) The Customer agrees to pay the price quoted by IVS CLEANING LTD
- B) We accept the following payment methods from The Customer:
- Bank transfer; weekly/fortnightly or monthly standing orders;
 - We can accept cash only after the authorization by IVS CLEANING LTD.
- C) The Customer agrees to pay IVS CLEANING LTD for every hour of service carried by the Cleaner and as initially agreed in the signed letter of engagement;
- D) IVS CLEANING LTD prepares invoices at the end of each month for services rendered in the previous month.
- E) Customer's refunds will be made every end of the month via bank transfer.
- F) IVS CLEANING LTD reserves the right to charge the Customer a late payment fee of 20% for any overdue invoices; 25% for delays more than 20 days; 30% for delays more than 30 days.
- G) IVS CLEANING LTD reserves the rights to stop with immediate effect the cleaning services provided to the Customer in case of no payment received or delayed the payment.
- H) The keys are returned within five working days after the invoices have been paid in full.
- .I) All costs for cleaning services carried out by IVS CLEANING LTD are payable by cash, debit/credit card, telephone payments, direct debits are payable to IVS CLEANING LTD upon completion of the job on the day of the service.

10. Non-Payment

IVS CLEANING LTD will collect any outstanding monies owed to us. If as a result, we have to use a debt collecting agency or county court to secure payment, you agree to pay any debt collecting agency fees, court fees, legal cost, or interest that will occur due to the result of non-payment of your outstanding bill.

11. Non-appearance

If a Cleaner fails to attend the Premises within 1 hour of the Service Time, not notified IVS CLEANING LTD or the Customer and does not provide the requested Service, IVS CLEANING LTD will provide the Customer with either:

- A) A full refund of payments made by the Customer; or
- B) Offer to reschedule the Service at another time mutually agreed between the Customer and IVS CLEANING LTD.
IVS CLEANING LTD, 31 Knebworth Avenue, Walthamstow, E17 5AH, Company Number 11031054, VAT № 328536879

12. Complaints

If the Customer is dissatisfied for any reason with the Service provided, it must inform IVS CLEANING LTD within 3 working days of completion of the Service. IVS CLEANING LTD strives to achieve 100% customer satisfaction and will endeavour to resolve the problem quickly and efficiently. We will not consider any complaints which are notified after a period of 3 working days. We will not be held liable for work not completed, or not completed to a good

standard if other people are present in the property when our cleaners are working and carrying out the job. Parking charges are applicable if parking arrangements cannot be arranged.

13. Exclusions and limitations

IVS CLEANING LTD is not responsible for:

- A) Not completing or providing the Service as a result of a breach of a warranty by the Customer (including a failure by the Customer to provide a safe working environment or unencumbered access to the Premises); or
- B) Not completing or providing the Service as a result of the Cleaner not proceeding for health and safety reasons.
- C) Any loss or damage incurred by the Customer or any third party as a result of the effects of a force majeure, being any event beyond the reasonable control of IVS CLEANING LTD.
- D) Not completing or providing the Service due to any act or omission of the Customer or any other person at the Premises during provision of the Service.
- E) Existing dirt, wear, damage or stains that cannot be completely cleaned or removed.
- F) Any wear or discolouring of fabric or surfaces becoming more visible once dirt has been removed.
- G) The cost of any key replacement or locksmith fees unless keys were lost by IVS CLEANING LTD or the Cleaner.
- H) Old stains that cannot be removed using normal cleaning methods.
- J) Any accidental damage caused by a cleaner working for IVS CLEANING LTD if there is an outstanding amount owed to IVS CLEANING LTD which is more than 30 days in arrears (excluding payment due for the cleaning visit when the accident happened).
- K) IVS CLEANING LTD will not be responsible for triggering any alarm systems. Customer should provide special instructions for deactivation/activation of any alarm systems

14. Accidents, Breakage, Damage & Theft

- A) While our cleaners will treat your home with great care accidents can and do happen from time to time. All of our cleaners are covered by Public Liability Insurance. IVS CLEANING LTD has public liability insurance too. The policies will cover major accidental damage caused by our cleaners.
- B) The Customer must inform IVS CLEANING LTD of any incident where an accident, breakage, damage to property has occurred due to any act of the Cleaner within 3 working days following the discovery of the incident.
- C) Any claims reported later than 3 working days after the clean will not be considered.
- E) We may require entry to the location of the claim within 24 hours to correct or assess the problem.

15. Cancellation

- A) The Customer must provide IVS CLEANING LTD with at least 24 hours' notice prior to the Service Time if they wish to suspend, postpone or cancel the Service for any reason.

B) If the customer wants to cancel the cleaning contract for some reason- must give IVS CLEANING LTD 2 (two) weeks written notice for cancellation by email (info@ivscleaning.co.uk). If this not happen – the Customer has to pay the full outstanding amount.

C) In the event that such notice has been given, IVS CLEANING LTD will endeavour to reschedule the Service if required;

D) Domestic cleaning: You agree to pay the full price of the cleaning visit if you cancel or change the date/time less than 24 hours prior to the scheduled appointment. You agree to pay the full price of the cleaning visit if no one home to let them in; or a problem with your keys. If keys are provided, they must open the lock without any special efforts or skills.

16. Cancellation by us

We reserve the right to cancel the contract between us if:

A) We have insufficient staff to fulfil the booking you have ordered;

B) We do not cover your area; or

C) One or more of the services you ordered was listed at an incorrect price due to a typographical error;

D) If we do cancel your contract, we will notify you by email within 14 days of your booking;

E) Notwithstanding the foregoing, nothing in these terms and conditions is intended to limit any rights you might have as a consumer neither under applicable local law or other statutory rights that may not be excluded nor in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence; IVS CLEANING LTD, 12 Oakwood Close, IG8 8EQ, Company Number 11031054, VAT № 328536879

F) By entering into a contract with IVS CLEANING LTD, you agree that after the termination of the cleaning service you will not hire or use any domestic services provided by a present or past cleaner introduced to you by IVS CLEANING LTD. If you do wish to hire or use domestic services provided by such a cleaner then you must pay a referral fee of £ 2,000.

17. Availability

All services are subject to acceptance and availability. If the service you have booked is not available, we will contact you by email or phone (if you have given us details). You will have the option either to wait until the service is available or to cancel your booking.

18. Price

All prices are exclusive VAT and are subject to VAT

19. Privacy policy

The Customer acknowledges that any information provided by the Customer may be used by IVS CLEANING LTD for the purpose of providing the Service. IVS CLEANING LTD agrees not to share any information provided by the Customer with any third party not directly involved in the provision of the Service (unless required to do so by law).

20. Changes to this agreement

IVS CLEANING LTD reserve the right to update or modify these terms and conditions at any time.

By ordering IVS CLEANING LTD by telephone, e-mail, or website the customer agrees to be bound by IVS CLEANING LTD' Terms and Conditions.

Client's name: _____

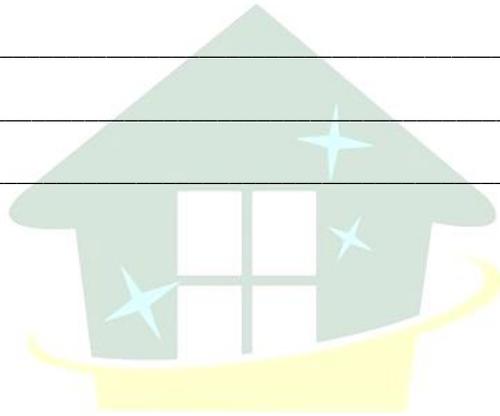
Service Address: _____

Postcode: _____

Start Date of Agreement: _____

Signature Client: _____

Signature IVS CLEANING LTD: _____



IVS CLEANING LTD
PROFESSIONAL CLEANERS IN LONDON

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