

# XtraFreshhh Cleaning Services

## Terms and Conditions

Effective Date: 28/08/2024

Welcome to XtraFreshhh Cleaning Services! These Terms and Conditions ("Terms") govern the provision of domestic and commercial cleaning services by XtraFreshhh Cleaning Services ("we," "us," or "our") to you, the client ("you," "your," or "Client"). By booking our services, you agree to be bound by these Terms. Please read them carefully.

### 1. Services Provided

1.1. Service Description: XtraFreshhh Cleaning Services provides a range of domestic and commercial cleaning services, including routine cleaning, deep cleaning, move-in/move-out cleaning, and other specialized cleaning tasks as agreed upon.

1.2. Service Quality: We are committed to delivering high-quality cleaning services. If you are dissatisfied with any aspect of our service, you must notify us within 24 hours so that we can address your concerns.

### 2. Bookings and Schedule

2.1. Communication: All communication regarding scheduling, changes to the scope of work, and payment must be directed exclusively to XtraFreshhh Cleaning Services management, not to the cleaners or contractors.

2.2. Scheduling: Clients must schedule services at least 48 hours in advance to ensure availability and proper resource allocation.

#### 2.3. Rescheduling and Cancellations:

48-Hour Notice Requirement: If you need to reschedule or cancel a booking, you must provide at least 48 hours' notice prior to the scheduled service time.

Late Rescheduling/Cancellations: If you reschedule or cancel a booking with less than 48 hours' notice, you will be required to pay the full amount of the scheduled service.

No Show: If our team arrives at the scheduled location and is unable to access the property or perform the service due to client actions or omissions, you will be charged the full amount for the scheduled service.

2.4. Confirmation: All bookings and changes will be confirmed via email or phone by our management. Please ensure that you receive and review the confirmation to avoid any misunderstandings.

### 3. Payment Terms

3.1. Payment Due: Payment for services rendered is due immediately upon completion of the service unless otherwise agreed in writing.

3.2. Accepted Payment Methods: We accept payments via bank transfer, or cash. Payment details will be provided on the invoice.

3.3. Late Payments: Payments not received within 7 days of the service date will incur a late payment fee of 5% of the total invoice amount.

3.4. Collection and Legal Action: If payment is not received within 28 days of the service date, we reserve the right to initiate legal proceedings to recover the debt. All associated legal fees, court costs, and statutory interest (at the rate prescribed by the Late Payment of Commercial Debts (Interest) Act 1998) will be added to the outstanding balance.

#### 4. No Refunds

4.1. Finality of Payments: All payments made for services rendered are final. XtraFreshhh Cleaning Services does not offer refunds for any reason.

4.2. Service Satisfaction: If you are unsatisfied with the service provided, you must notify us within 24 hours of the service date. We will make reasonable efforts to address your concerns, but no refunds will be provided.

#### 5. Employee and Contractor Non-Solicitation

5.1. Non-Solicitation: You agree not to directly or indirectly solicit, hire, or engage any employee or contractor of XtraFreshhh Cleaning Services for cleaning services outside of our agreement for a period of 6 months following the last service date.

5.2. Breach: If you breach this non-solicitation clause, you agree to pay XtraFreshhh Cleaning Services a referral fee equal to £1000 as liquidated damages.

#### 6. Liability

6.1. Damage: We are not liable for any pre-existing damages to your property. We will take reasonable care during the cleaning process but are not responsible for any damage caused by ordinary wear and tear, pre-existing conditions, or the use of products or methods required or requested by you.

6.2. Loss of Property: XtraFreshhh Cleaning Services is not responsible for any loss or damage to personal property unless it is proven to be caused by the negligence of our employees or contractors.

6.3. Insurance: We hold public liability insurance to cover damages caused by our negligence. Details of our insurance policy are available upon request.

#### 7. Termination of Services

7.1. Right to Terminate: XtraFreshhh Cleaning Services reserves the right to terminate services at any time, with or without cause.

7.2. Client Termination: If you wish to terminate services, you must provide at least 48 hours' notice prior to the next scheduled service. Failure to provide proper notice may result in a charge for the full amount of the next scheduled service.

#### 8. Changes to Terms

8.1. Modification of Terms: We reserve the right to modify these Terms at any time. Any changes will be effective immediately upon posting the updated Terms on our website or notification to you by email.

8.2. Acceptance of Changes: Continued use of our services after any changes constitutes your acceptance of the new Terms.

## 9. Governing Law and Dispute Resolution

9.1. Jurisdiction: These Terms and any disputes arising out of or related to them or the services provided shall be governed by and construed in accordance with the laws of England and Wales.

9.2. Dispute Resolution: Any disputes arising under these Terms that cannot be resolved amicably shall be submitted to the exclusive jurisdiction of the courts of England and Wales.

## 10. Contact Information

10.1. Communication Channels: For any inquiries or issues related to scheduling, services, or payments, please contact XtraFreshhh Cleaning Services management at:

Phone: 07742434718

Email: [alexandra.judea@xtrafreshhh.com](mailto:alexandra.judea@xtrafreshhh.com)

Address: 18 Centre Street, WF9 2RU, South Elmsall, Pontefract.

## 11. Acceptance of Terms

11.1. Acknowledgment: By engaging XtraFreshhh Cleaning Services, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions.