

Polished Cleaning Services Policy and Procedures

1. Definitions

“The Company ” – means Polished Cleaning Services and/or any franchisees trading under a franchisee agreement

“Cleaner” – means the person or firm carrying out cleaning services on behalf of the Company.

“Client” – means the person, firm or corporate body together with any subsidiary or associated company as defined by the Companies Act 1985 to whom the cleaning services are supplied by the Company.

“Service” – means the cleaning services carried out on behalf of the Company.

“Cleaning Visit” – means the visit to the Client’s service address by the Cleaner in order to carry out the Service.

2. Contract

2.1. These Terms and Conditions represent a contract between Polished Cleaning Services and The Client.

2.2. The Client agrees that any use of The Company ’s services, including placing an order for services by telephone, email or website forms shall constitute the Client’s acceptance of these Terms and Conditions.

2.3. Unless otherwise agreed in writing these Terms and Conditions shall prevail over any other terms of business or purchase conditions put forward by The Client.

2.4. No variation or alteration of these Terms and Conditions shall be valid unless approved in writing by a director of the Company.

2.5. The Company operates a minimum charge of 2 hours per cleaning visit.

3. Payment

3.1. All work carried out by The Company at your request, whether experimental or otherwise

will be charged accordingly. Any work undertaken by The Company on behalf of The Client is carried out on the basis that The Client has fully approved such work whether or not we have received an official order providing there is evidence of written or verbal confirmation to proceed, including letter, facsimile or email correspondence between the parties.

3.2. Payments of fees rendered by invoice are due within the dates stated on the invoice via our appointed payment methods.

3.3. Interest may be applied to any overdue accounts at a rate of 8.5%. Where payment has not been received we reserve the right to withhold services, documents and information, and have the right to cease to work on your account, and to terminate the engagement if payments are unduly delayed.

3.4. Any expenses incurred whilst working on your behalf will be charged and appropriate records will be kept and will be available for inspection. Such expenses may include the use of meeting rooms and other facilities, internal printing, courier charges, .etc

3.5. Consistent late payment of 3 (three) or more will incur a 50% pre-payment for all future work.

3.7. Unless otherwise expressly stated, all prices shall be in United States Dollar and shall be exclusive of VAT.

3.8. We shall invoice monthly, bi-weekly, weekly, or at the beginning of a project dependent on the agreed terms.

3.9. For commercial cleaning clients all prices are Net and no settlement discount is allowed. All accounts are payable no later than 3 (Three) days from date or invoice unless otherwise agreed by The Company in writing. Note that the payment terms are required whether you have signed off on the copy or not.

3.10. After the 3 day payment period has passed all further work for The Client will cease.

3.11. All quotations offered by us are deemed valid for a period of 14 (Fourteen) days, after which time we reserve the right to revise the said quotation.

3.12. We provide services on a one-off and retainer basis.

3.13. Any additional work requested that isn't covered in the original brief will be quoted separately and added to the original invoice. Three (3) day notice is required to discontinue the service.

3.14. All Cleaning service prices are reviewed each year and adjusted in line with inflation, minimum wage increases or any reasonable circumstances.

4. Equipment

4.1. Cleaning materials are provided by the Company. If you require us to use your solutions or equipment they must be safe to use/operate, in full working order and must not require any special skills to be used for the purpose of cleaning.

4.2. If the Client has equipment that is complicated to operate, the Client must provide clear and detailed instructions to the Cleaner.

4.3. If the Client requires the Cleaner to use their own materials and equipment including vacuum cleaner the Company cannot accept any liability should anything go wrong with either the equipment or the outcome of using it.

5. Checklists

5.1. We shall provide the client a checklist on request or ask all clients to leave a list of priorities for the cleaner. This means that the cleaner can tick off top to bottom what they are able to do within the allotted time.

6. Refunds

6.1. No refund claims will be given once the cleaning service has been carried out. If for any reason the Client is dissatisfied with any aspect they must notify the Company within 24 hours and this will be rectified.

6.2. Refund will be issued only if the Client has canceled a cleaning visit within the allowed time

(48 hours) prior to the start of the cleaning session and a payment has been already received by the Company .

6.3. Refund will be issued if a Cleaner does not attend a cleaning visit, payment for which has been already received by the Company .

7. Cancellation

7.1. The Client agrees to pay the full price of the cleaning visit, if: a) The Client cancels or changes the date/time less than 48 hours prior to the scheduled appointment; b) The Client fails to provide access to the service premises thus preventing the Company to carry out the booked work; c) There is a problem with the Client's keys and the Cleaner cannot let themselves in. If keys are provided they must open all locks without any special efforts or skills.

7.2. If the Client needs to change a cleaning day or time the Company will do its best to accommodate them. A minimum of 48 hours notice is required.

Please note that the Company cannot guarantee that the same operative will be available on the new day and at the time the Client requires. Any changes in the cleaning schedule are subject to availability .

7.3. The Company 's cleaning operatives work on any day of the week including Bank Holidays. If the Client's cleaning visit is due on a Bank Holiday and she/he hasn't called or e-mailed the Company to cancel the visit 48 hours prior to the start of the cleaning session, the Client agrees to and understands that the regular amount due for that cleaning visit will be charged regardless of whether the cleaning operative has cleaned the Client's property or not.

7.4 Any cancellation inside a 24 hour window of the booked services will not be subject to a refund. Any cancellation outside a 24 hour window of a booked service may be subject to a refund.

7.5 Exceptions may be made for emergencies and/or illnesses. Frequent cancellations, even for emergency or illness, may still be charged the cancellation fee. Clean and Simple Cleaning reserves the right to make these determinations on a case by case basis.

8. Termination

8.1. The Client may terminate this contract by giving 30 days prior notice in writing once the initial contract term (month to month) has ended.

8.2. The Client agrees to pay a cancellation fee equivalent to 30 days service if: 1) No notice is given; 2) The Client provides a termination of notice less than 30 days.

9. Claims

9.1. The Company's public liability insurance will cover damages caused by a cleaning operative working on behalf of the Company up to **£1,000,000.00**. In order to keep our prices competitive all claims are subject to an excess of **£100.00** payable by the client.

9.2. The Client agrees that due to the nature of the service the Company guarantees only to correct any problems reported within 24 hours. If a problem occurs on a Saturday it must be reported by Monday 12:00 PM in order to be accepted as a valid claim. Failure to do so will entitle the Client to nothing. The Company may require entry to the location of the claim within 24 hours to correct the problem. Any refunds or adjustments must be requested to the Company directly and subject to approval by the Company.

9.3. The Client waives his right to stop payment unless the Company fails to make good on the guarantee.

9.4. While the Cleaners make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this specific reason, the Company requests all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and /or not cleaned by the cleaning operatives.

9.5. In case of damage, The Company will repair the item at its cost. If the item cannot be

repaired the Company will rectify the problem by crediting the customer with the item's present actual cash value toward a like replacement from a Company's source upon payment of cleaning services rendered.

9.6. The Company shall not be responsible for damage due to faulty and/or improper installation of any item. All surfaces (i.e marble, granite, glass, etc.) are assumed sealed and ready to clean without causing harm.

9.7. Any attempt to commit insurance fraud or any use of false information to commit any type of fraud will be prosecuted to the fullest extent of the law together by the Company and the Insurance Provider(s). Monetary compensation as well as legal fees may incur.

9.8. Key replacement/locksmith fees are paid only if keys are lost by our operatives. There is a \$30 per location liability limit.

10. Complaints

10.1. All complaints are taken seriously. If you are not happy with any aspect of our service please call us as soon as possible and give us the chance to rectify it. Your custom is very important to us and we want you to be happy.

10.2. If the Client is dissatisfied with a currently occurring service, The Company asks that The Client notifies us as soon as they notice anything that might be to their dislike by contacting us via email or phone. Please do not wait until the service is ending.

11. Liability

11.1. The Company shall not be liable under any circumstances for any loss, expense, damage, delay , costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client arising from or in any way connected with a late arrival of Company operatives at the service address. The Company endeavors to be right on time on any visit but sometimes due to transport related and other problems which are beyond the Company 's control, the Company operative's may arrive with a delay or the cleaning visit may be

rescheduled.

11.2. The Company shall not be liable under any circumstances for any loss, expense, damage, delay, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client arising from or in any way connected with – 1. A cleaning job not complete due to the lack of hot water or electricity 2. Third party entering or present at the Client's premises during the cleaning process; 11.3. Any existing damage to Client's property in the form of old stains/burns/spillages etc. which cannot be cleaned/removed completely by the cleaning operative. Any damages worth \$100.00 or less.

12. Supplementary Terms

12.1. If the Client requests keys to be collected by the Company's operatives from a third party's address then a \$2.50/mile charge will apply. The charge will cover only the pick up of keys. If said keys need to be returned back to the third party's address or any other address additional charge of \$2.50/mile will apply.

12.2. The Company reserves the right to re-evaluate rates at any time should the Client's initial list of tasks change.

12.3. The Company reserves the right to amend the initial quotation, should the Client's original requirements change.

12.4. If any estimates of how long it will take the cleaning operatives to complete the job are being provided those are only estimates based on the average time it takes to clean a home or an office of similar size to the Client's, it being difficult to calculate precisely how long such tasks may take and that a degree of flexibility may be required. Please note that one off cleans may take longer to complete due to longer intervals between cleaning sessions, number and type of cleaning tasks required, when compared to the regular maintenance cleaning of the same property.

12.5. The Client understands that the price he/she has been quoted may vary according to condition of property and room sizes etc.

12.6. The Company shall endeavor to arrange a replacement cleaner if your regular cleaner cannot attend a scheduled visit, and will inform the Client prior to the visit.

12.7. Post Construction Cleaning (Builders Cleaning), Event Cleaning or badly neglected homes may take up to three times longer than a well maintained home requiring general cleaning.

Therefore the Company advises the Client to ask for our specialist cleaning services: Builders Cleaning or Event Cleaning.

12.8. The cleaning operatives are not allowed to hand wash any items of clothing belonging to the Client. The Company advises that our operatives can only use a washing machine for such tasks.

12.9. All fragile and highly breakable items must be secured or removed.

12.10. The Company reserves the right to make reasonable changes to the Terms and Conditions in agreement with the other party.

13. Our Guarantee

13.1. The Company has built its business and reputation by providing its clients with the best possible cleaning service available. Still, the Company realizes that because its operatives are human beings, they sometimes make mistakes. For this reason, the Company offers a Guarantee. If the Client is not satisfied with any areas that have been cleaned, the Company's operative will come back to the Client's premises and re-clean those areas free of charge.

Please note that this guarantee will not apply if the condition of the premises has deteriorated since the original cleaning was undertaken.

14. General Operations

14.1 As a cleaning company, we must strike the delicate balance between liability, health, safety, and job requirements. Certain tasks or situations can risk a cleaner's health and safety or

an item or space in your home. To keep everyone and everything safe, our staff are not allowed to:

- Clean spaces that have any sort of infestation (e.g. bed bugs, cockroaches, mice, etc.), or clean any pest droppings (e.g. from mice, pigeons, other vermin, etc.).
- Clean floors by hand in areas larger than 10' x 10' (3 m x 3 m)
- Use ladders higher than 3' (91 cm) (a 3-step ladder is the only permissible type)
- Clean out and/or change cat litter boxes
- Handle feces/urine/vomit/bodily fluids from a pet or a human
- Clean inside fireplaces with company tools
- Hand-wash any type of clothing
- Provide any laundry services if the facilities are located outside your home
- Clean exterior windows
- Stand on counters, furniture, or appliances to clean hard-to-reach areas
- Lift or move any items heavier than 20 lb (9 kg)
- Clean a car or a garage
- Do outdoor work (lawn care, gardening, barbecue cleaning, snow removal)
- Clean in an area that is still under major construction and is not safe
- Clean ceilings (except for dusting corners and moldings)

- Refinish hardwood or grout, or strip, wax, and/or buff floors
- Clean a home in which a contagious illness or excessive bodily fluids are present
- Clean a home that has a severe mold or mildew problem
- Clean a home with excessive clutter where it poses a danger to staff
- Clean with harsh chemicals

If any of the above issues do exist in your home, we suggest you contact a professional for these areas. It is your responsibility to alert Polished Cleaning Services. If any of these issues exist, as we encourage our staff to exercise their legal right to refuse any work which is unsafe, or they are uncomfortable doing.

14.2. We have a 2 hour minimum for all jobs. Depending on the space and type of service, Polished Cleaning Services will determine how many cleaners are required and schedule them accordingly.

14.3 We typically schedule cleanings between 8 AM and 8 PM on YOUR DAYS. We provide an estimated window of time for our arrival—maximum 1 hour—to accommodate traffic and transit system delays.

14.4 We can perform a free-of-charge estimate of your home if you so wish. However, we do not assess each space prior to cleaning, and therefore we rely upon our clients to provide us with accurate and honest information and descriptions at the time of booking so that we can estimate the time it will take to clean. If inaccurate information is provided and/or the cleaning will require more time than anticipated, you will be notified and the additional time will be billed at your cleaning hourly rate per additional hour.

14.4 Our estimated time is based on cleaning and doesn't account for time spent decluttering and tidying. Although we will fold and put away clothing, pick up and put away items so that the space is free of clutter, this is not accounted for in your estimate. If things are not organized ahead of time, our staff will need to spend time tidying, guessing where things go, and THEN cleaning your home. If they have to spend extra time, please be aware that additional time will be billed for the service. For optimal results within the time estimated, please spend a few minutes tidying your home prior to the staff's arrival. You know your space best and where everything should go.

14.5 We ask that you be available by phone/text or email during your service in case we need to contact you. If we cannot contact you or you do not approve the requested additional time, we cannot guarantee our work or that the entire space will be cleaned. Also, if the requested time is not approved, a touch-up service cannot be offered.

We understand that you may need to cancel or change your appointment. We ask that you give us no less than 48 hours' notice in these instances. If you do cancel or need to reschedule with less than 48 hours' notice, you will be charged a fee of \$35. If we arrive at the job and are locked out or turned away, you will be charged 50% of the estimated job cost. If we are dismissed during a job, 50% of the remaining estimated time will be billable.

Or

Our cleaning hours are from 8:00am to 8:00pm. If for any circumstance our staff is SENT AWAY or LOCKED OUT from your home between these hours, there will be a cancellation fee of 100% of your typical cleaning rate. We will make every effort to work within the time frame you requested, but ask not to be sent away during our working hours.

14.6 For all company initiated schedule changes due to holidays or extreme weather conditions, we will make every attempt to reschedule as close to your regular scheduled cleaning date as possible.

14.7 If you have pets and will not be home for the service, we request that they are secured in a crate or a separate room that will not be cleaned for the safety and security of our staff as well as for the comfort of your pet. Other options include having your pet spend time with a dog walker or a neighbor for the duration of the cleaning. We reserve the right to leave the premises if you leave your pet unsecured and are not home, and this will be treated as a lockout, meaning 50% of the cost of the service will be billed. Please note that our staff do NOT walk and feed your pet, or clean up urine or feces from your pet.

14.8 Complete customer service evaluations. Customer feedback is crucial in helping us offer the highest quality of service to all of our clients. Customer service surveys are sent after each cleaning by email or text. We also leave a card you can fill out and mail in, and customers are always welcome to call our office at 123-456-7890 with feedback about your service.

PICTURES OF BEFORE AND AFTER WORK

We take before and after photos of our work. These pictures are used for training, proof of performance as well as promotion. See our website before and after for examples. If you do not want pictures taken of work areas in your home please notify us when you schedule your cleaning.

ENJOY YOUR SERVICE!