**Terms and Conditions**

**Definitions**

1.1 In these Terms of Business the following definitions apply:

* “The Company”, We, Us – means Home 2 Home Specialist Cleaning
* “Cleaning Operative” – means the person or firm carrying out cleaning services on behalf of the company.
* “Client” – means the person/s, firm or corporate body together with any subsidiary or associated company as defined by the Companies Act 1985 to whom goods and services are supplied by the Company.
* “Clients Address” – means the address where the Client has requested the cleaning services to be carried out.
* “Service” – means the services carried out on behalf of the Company.

**2. Contract**

2.1 These Terms and Conditions represent a contract between Home 2 Home Specialist Cleaning and the Client.

2.2 Both parties shall ensure that their respective responsibilities under this agreement are undertaken in compliance with all statutory regulations and codes of conduct.

2.3 The Client agrees that any use of the Company’s services, including acceptance of a quote by telephone, email, website forms shall constitute the Client’s acceptance of these Terms and Conditions.

2.4 No variation or alteration of these Terms and Conditions shall be valid unless approved in writing by Home 2 Home.

2.5 Notice of at least five days must be given prior to the start date required by the Client.

**3. Price and Payment**

3.1 The payment of all invoices will be completed on the final date of the clean. Payment of the balance of monies due should be paid via BACS to the Lloyds Bank PLC account as provided.

3.2 The Company shall be entitled to charge interest on overdue invoices from the date when payment becomes due, the date stated on the invoice, at a rate of 5% per day

**4. Cancellation of Services**

4.1 The Client can cancel the scheduled service by giving no less than 48 hours written prior notice. Failure to do so will incur a cancellation charge of 50%.

4.2 If the Client needs to change the service date or time the Company will do its best to accommodate. Any changes to booked service dates or times are subject to a 24 hour prior notice period and availability.

**5. Insurance**

The Company shall insure all the work it undertakes. Sub Contracted services will be covered by their own insurances. The Company’s public liability insurance covers damages caused by a cleaning operative working on behalf of the Company.

**6. Law**

These Terms and Conditions are governed by the laws of England and Wales and are subject to the exclusive jurisdiction of the Courts of England and Wales.

Home 2 Home Specialist Cleaning

106 Lion Lane, Haslemere, Surrey. GU27 1JH