

ONE-OFF SPECIALIST CLEANING TERMS & CONDITIONS

This Agreement is made between **Lyons Home Maid Services** ("the Company") and the **Client** for the provision of specialised one-off cleaning or any other service. By booking our services, the Client agrees to be bound by the terms and conditions outlined below.

Condition Precedent to Service Delivery

- **Initial Assessment Required:** The Company conducts a mandatory initial assessment before starting any one-off residential or commercial cleaning.
- **Governing Scope:** This assessment aligns the scope of work and verifies operational feasibility.
- **Binding Framework:** All verbal or written frameworks agreed upon during this assessment govern the service delivery.

Environmental and Site Scope Evaluations

- **Site Inspection:** An authorised representative inspects all designated service areas during the initial site visit.
- **Residential Areas Covered:** Lounges, kitchens, bedrooms, and bathrooms.
- **Commercial Areas Covered:** Sanitary facilities, office areas, common areas, and canteens.
- **Building Sites:** All building sites must be managed and covered by the Client's site manager.
- **Client Specifications:** The Company documents specific requirements to customize service deployment.

Chemical Usage: Authorization and Liability Exclusion

- **Authorised Use:** Personnel may use standard commercial bleach, bleach-containing products, and industrial-strength chemicals.
- **Written Restriction:** The Client must prohibit chemical use in writing prior to service commencement if they object.
- **Total Exclusion of Liability:** Under no circumstances shall the Company, its personnel, Directors, or insurers be liable for any property damage, material degradation, or discoloration caused by any cleaning chemicals or bleach-containing products.
- **Assumption of Risk:** The Client authorises chemical use and agrees to fully exempt, indemnify, and hold harmless the Company and its insurers from any claims or public liability actions arising from chemical damage.

Client Disclosure, Allergies, and Environmental Mitigations

- **Mandatory Disclosure:** The Client must disclose all allergies, respiratory intolerances, or chemical sensitivities to detergents.
- **Written Notice Timing:** Disclosures must be submitted in writing during the initial walkthrough, or immediately upon health status changes.
- **On-Site Mitigations:** The Company implements reasonable environmental controls, including window ventilation, when given written notice.

1. Scope of Specialist Services

- **1.1 Deep Cleans:** Intensive cleaning of accumulated dirt, grime, and grease in hard-to-reach areas based on an agreed checklist.
- **1.2 Post/Pre-Construction Cleans:** Removal of construction dust, debris, and paint splatters. Excludes structural junk or heavy waste disposal unless agreed in writing.
- **1.3 Probate Cleans:** Tailored cleaning based on a customized checklist agreed upon during the initial visit.
- **1.4 Any Other Cleans:** Custom combinations of Company services tailored to specific client specifications.

2. Pricing, Deposits, and Payment Terms

- **2.1 Pricing Structure:** Fixed flat rate or hourly rate specified in the booking confirmation. All prices exclude VAT.
- **2.2 Booking Deposit:** A non-refundable 20% deposit is required to secure the service date.
- **2.3 Final Payment:** The remaining balance must be paid in full immediately upon completion of the clean.

3. Cancellations and Rescheduling

- **3.1 Notice Period:** The Client must provide at least 48 hours' written notice to cancel or reschedule.
- **3.2 Late Cancellation:** Cancellations made within 48 hours of the appointment result in total forfeiture of the 20% deposit.

4. Client Obligations & Site Conditions

- **4.1 Utilities Requirement:** The Client must provide functional hot/cold running water and electricity. Missing utilities will abort the service, and full payment remains due.
- **4.2 Post-Construction Site Readiness:** All builders, tradespeople, and heavy equipment must be completely off-site prior to arrival. Ongoing trade work delays trigger an idle-time fee or service cancellation.
- **4.3 Access & Hazards:** Clear access must be provided. Structural hazards, biohazards, or pest infestations must be disclosed during booking. The Company reserves the right to refuse service if conditions pose safety risks.

5. Equipment, Safety, and Limitations

- **5.1 Equipment Provision:** The Company provides standard commercial products and equipment.
- **5.2 Specialist Surfaces:** The Client must provide instructions and specific products for high-value or delicate surfaces (e.g., natural marble, unsealed wood). The Company is not liable for damage caused by client-provided products.
- **5.3 Height Limits:** Cleaners will not climb extension ladders or clean items higher than 2 metres (6.5 feet).

6. Inspection, Complaints, and absolute Exclusion of Liability

- **6.1 Immediate Inspection:** The Client must verify satisfaction during a walkthrough inspection before personnel exit the premises.
- **6.2 Waiver of Rights:** Declining the walkthrough or letting staff leave without inspection constitutes an explicit waiver of future re-cleans, and the service is deemed perfectly accepted.
- **6.3 Reporting Window:** All complaints regarding service quality, omissions, or alleged property damage must be submitted to cleaners while on site. Failure to report while on-site constitutes a complete waiver of the claim.
- **6.4 Total Damage Exclusion:** The Company, its staff, and its insurers accept **zero liability** for any accidental damage to property, pre-existing wear and tear, scratch marks hidden under construction dust, or damage to fragile, poorly secured fixtures. All services are performed entirely at the **Client's risk**.
- **6.5 Third-Party On-Site Activity:** The Company and its insurers accept **zero liability** for slips, trips, or injuries suffered by third parties on the premises. The Client assumes full responsibility for managing third-party presence around wet floors or operational hazards.

7. Client Indemnity and Legal Costs

- **7.1 Duty to Indemnify:** The Client agrees to indemnify, defend, and hold harmless the Company, its Directors, employees, and insurers from and against any and all claims, demands, lawsuits, liabilities, or losses.
- **7.2 Legal Fees Recovery:** If the Client breaches this Agreement by bringing any claim or legal action against the Company for property damage or personal injury, the Client shall be strictly liable to reimburse the Company for all legal costs, solicitor fees, court expenses, and administrative disbursements incurred in defending such actions on a full indemnity basis.

8. Privacy & Data Protection

- **8.1 Data Processing:** Personal data is securely processed strictly for booking, payment, and service execution under applicable UK data protection laws.
- **8.2 Confidentiality:** All access keys, alarm codes, and property information are kept strictly confidential.

9. Governing Law

- **9.1 Jurisdiction:** This Agreement shall be governed by and construed in accordance with the laws of England and Wales.

Client Acknowledgement

By booking our services, you automatically confirm this booking, and you the Client acknowledge you have read, understood, and agreed to these Terms & Conditions.



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