

**TERMS AND CONDITIONS OF SERVICES CARRIED OUT BY 'LYONS HOME MAID SERVICES' TRADING NAME
LYONS CLEANING SERVICES (SCARBOROUGH) LTD**

SECTION 1: DEFINITIONS AND INTERPRETATION

1.1 Definitions

In these Terms and Conditions, the following expressions shall have the meanings assigned to them below, unless the context explicitly requires otherwise:

- "Company" / "We" / "Us" / "Our": Means LYONS CLEANING SERVICES (SCARBOROUGH) LTD (trading as Lyon's Home Maid Services), a company registered in England and Wales under Company Number 17380419, whose registered office address is 2 Hallgarth, Pickering, North Yorkshire, United Kingdom, YO18 7AW.
- "Client" / "Customer": Means the individual, corporate entity, firm, or partnership entering into a written or verbal agreement with the Company, or any third party legally or practically acting on the Client's behalf (including, but not limited to, family members or friends, operating with or without a formal Power of Attorney [POA] or Lasting Power of Attorney [LPA]).
- "Cleaner" / "Companion": Means any employee, personnel, subcontractor, or Director assigned by the Company to deliver cleaning, domestic support, or companionship services.
- "Services": Means the residential cleaning, commercial cleaning, companion care, and associated domestic, support, or administrative duties executed by the Company's personnel on behalf of the Company.

1.2 Rules of Interpretation

The following structural rules of construction shall govern the interpretation of this agreement:

- Gender and Plurality: References to the singular shall encompass the plural, and vice versa. References to one specific gender shall include all genders, including masculine, feminine, and neuter.
- Headings: The headings, subheadings, and section titles contained within these Terms and Conditions are inserted solely for convenience of reference and shall not affect the structural meaning, construction, or legal interpretation of the underlying clauses.

SECTION 2: FORMATION OF CONTRACT, TERMINATION, AND VARIATION

2.1 Parties and Agency Binding

These Terms and Conditions constitute a legally binding and enforceable contract between the Company and the Client. This agreement shall equally bind any third party executing bookings or communicating instructions on the Client's behalf, including family members, friends, or representatives operating with or without a formal Power of Attorney (POA) or Lasting Power of Attorney (LPA).

2.2 Method of Contractual Acceptance

The Client explicitly acknowledges that the utilization or booking of any services provided by the Company—including the ordering of cleaning or companion services via telephone, live chat, electronic mail, website forms, or third-party social media applications—shall be deemed an unequivocal and immediate acceptance of these Terms and Conditions. Such utilisation establishes a binding contractual relationship for the entire duration of the service provision.

2.3 Statutory Cancellation Rights (14-Day Cooling-Off Period)

Pursuant to applicable consumer protection regulations, Clients who execute bookings remotely or online retain the right to cancel this agreement within a fourteen (14) day cooling-off period, commencing from the date of the initial booking, provided the scheduled services have not been fully performed. Where the Company has initiated performance of the services within this 14-day window at the Client's express request, the Client may only terminate the contract by serving a minimum of thirty (30) days' written notice, which shall take effect only upon the expiration of the initial one-month fixed term.

2.4 Early Termination Liability

In the event that the Client terminates this agreement prior to the expiration of the initial one-month fixed term—or within the 14-day cooling-off period subsequent to the commencement of service delivery—the Client shall remain strictly liable for the immediate payment of the remaining balance due for the unexpired residual duration of said term.

This payment obligation shall be waived exclusively if the Client is admitted into a hospital or a registered care home setting, or by express written dispensation granted at the absolute discretion of a statutory Director of the Company.

2.5 Failure to Provide Notice and Cancellation Fees

The Client covenants to pay the Company a liquidated damages fee equivalent to thirty (30) days of service fees under either of the following circumstances:

- 1) The Client terminates the services without providing any prior notice to the Company; or
- 2) The Client terminates the agreement by providing less than the contractually mandated thirty (30) days' prior written notice.

2.6 TUPE Compliance Obligations

Prior to the formal termination of this contract, the Client is legally required to provide the Company with comprehensive identity and contractual details of any incoming service provider, worker, or independent contractor. This condition precedent is strictly required to enable the Company to assess and ensure absolute compliance with the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE), as amended.

2.7 Rolling Contract Structure and Operational Management

Upon the successful completion of the initial one-month fixed term, this agreement shall automatically convert into a periodic, rolling month-to-month contract. A statutory Director of the Company reserves the unilateral right to amend operational provisions and will make reasonable endeavours to liaise with the Client to resolve performance issues or implement mutually acceptable service adjustments.

2.8 Validity of Variations

No variation, modification, amendment, or waiver of any provision contained within these Terms and Conditions shall be valid, effective, or legally enforceable unless it is explicitly approved, executed, and confirmed in writing by a statutory Director of the Company.

SECTION 3: INITIAL ASSESSMENTS AND CHEMICAL LIABILITY EXCLUSIONS

3.1 Condition Precedent to Service Delivery

The Company shall conduct a comprehensive initial assessment of the premises or individual requirements prior to the commencement of any residential cleaning, commercial cleaning, or companion services. This assessment serves as a strict condition precedent to ensure mutual alignment on the scope of work, verify operational feasibility, and confirm that the Company can adequately satisfy the Client's specific service demands. Any operational tasks or frameworks agreed upon during this assessment, whether delivered verbally or in writing, shall govern the service delivery.

3.2 Environmental and Site Scope Evaluations

During the initial site visit, an authorised representative of the Company shall conduct an inspection of all designated service areas. For residential properties, this encompasses lounges, kitchens, bedrooms, and bathrooms. For commercial premises, this encompasses facilities including but not limited to sanitary facilities, office areas, common areas, and canteens. The Company shall document all specific client specifications to facilitate a customized service deployment.

3.3 Companion Services Parameters and Exclusion of Regulated Care

Assessments for companion services shall evaluate the Client's personal preferences, daily routines, lifestyle factors, allergies, and the operational involvement of family members, relatives, or friends.

- **Data Privacy and Retention:** The Company may inquire about the Client's physical or medical conditions solely to assess service suitability. To ensure absolute compliance with applicable data protection legislation, the Company strictly covenants that no medical or physical health records shall be retained.
- **Absolute Right of Refusal:** The Company reserves the unilateral right to decline or discontinue service provision if it concludes, at its sole discretion, that it cannot safely or adequately support the Client's needs.
- **Exclusion of Personal Care and Manual Handling:** The Client explicitly acknowledges and agrees that the Company does not provide regulated care. Personnel are strictly prohibited from assisting with personal care tasks (including bathing and oral/topical medication administration), manual handling or mobility support (including assisting with standing, walking, or transferring into or out of a wheelchair), or any heavy lifting.

3.4 Authorization and Absolute Indemnity for Chemical Usage

The Company's cleaning personnel and Directors are fully authorised to utilise standard commercial bleach, bleach-containing products, and industrial-strength, strong-odour chemical agents during performance of the services, unless the Client expressly prohibits such use in writing prior to service commencement.

- **Total Exclusion of Liability:** Under no circumstances shall the Company, its personnel, its Directors, or its insurers be held liable for any property damage, material degradation, or discoloration caused by the use of bleach-containing products or professional cleaning chemicals.
- **Assumption of Risk:** By engaging our services, the Client explicitly authorises the use of these chemicals and agrees to fully exempt and indemnify the Company and its insurers from any claims or public liability actions arising from chemical damage.

3.5 Client Disclosure, Allergies, and Environmental Mitigations

The Client bears a strict, ongoing obligation to disclose any specific allergies, respiratory intolerances, or chemical sensitivities relative to detergents and cleaning formulations.

- **Notice Requirements:** All disclosures regarding chemical sensitivities or intolerances to strong odours must be submitted to the Company in writing during the initial walk-through assessment, or immediately upon the Client becoming aware of any changes in health status.
- **On-Site Mitigations:** Where the Client provides written notice of chemical sensitivities, the Company will implement reasonable on-site environmental controls, including immediate window ventilation, to prioritize health and safety.

SECTION 4: SERVICE PROVISION, OPERATIONAL STANDARDS, AND CLIENT POLICIES

4.1 Commencement and Commercial Quotes

The Company will formally initiate residential cleaning or companionship services only following the successful execution of the mandatory pre-service assessment. For commercial and business accounts, services will be provisioned based on a customised, formal commercial quote. These Terms and Conditions apply fully and without exception to all business and commercial clients.

4.2 Force Majeure and Performance Delays

The Company will exert all reasonable commercial efforts to ensure that services are completed within the designated timeframes. However, the Company shall not be held contractually liable, responsible, or deemed in breach of contract for any performance delays, missed appointments, or omissions resulting from an event outside its reasonable control (including, but not limited to, adverse weather conditions, transport failures, illness, or third-party industrial action).

4.3 Company Code of Conduct and Staff Standards

The Company solemnly covenants that all deployed Cleaners and Companions shall:

- Treat the Client, their property, and their representatives with courtesy, absolute dignity, and professional respect.
- Maintain open, transparent, and completely honest communication channels.
- Acknowledge Client feedback constructively and report issues to management for immediate resolution.
- Safeguard and protect the Client's privacy and confidential information in strict accordance with data protection regulations.
- Conduct all on-site activities in a highly professional, ethical manner.
- Undergo strict background checks, employment vetting, and onboarding protocols prior to being deployed to any Client premises.
- Maintain rigorous operational records and issue regular service invoices.

4.4 Scope of Companionship Services and Immediate Termination Rights

The scope of the Company's companionship services is strictly non-clinical and non-regulated. Authorized support options are restricted to social interactions, shopping assistance, accompaniment to appointments, recreational games, and respite companionship for primary family caregivers.

- **Prohibited Activities:** Staff are strictly prohibited from performing any tasks falling under regulated categories, including but not limited to personal care, nursing care, oral or topical medication administration, clinical handling, or heavy manual lifting.
- **Immediate Termination for Scope Violations:** If a Client, family member, or representative attempts to compel, pressure, or require a Companion or Cleaner to perform any prohibited personal care, heavy lifting, or manual handling task, the Company reserves the absolute right to terminate the contract immediately without notice, without liability, and without any obligation to refund outstanding fees. Furthermore, the Client will remain strictly liable to make full payment for all planned hours scheduled for up to seven (7) calendar days following such breach.

SECTION 5: COST STRUCTURE AND BOOKING PARAMETERS

5.1 Minimum Booking Requirements

All cleaning or companion visits are subject to a strict minimum duration requirement of one and a half (1.5) hours per individual session.

5.2 Pricing Mechanics

Service charges are strictly derived via customised written or formal quotations or standard hourly rates, where contractually applicable.

5.3 Annual Rate Reviews

The Company retains the right to evaluate and update its corporate rate schedules at least once per calendar year.

5.4 Exceptional Rate Alterations

The Company reserves the right to adjust structural pricing outside of the annual review framework in response to unexpected external shifts, including but not limited to statutory legislative adjustments, regulatory changes, or structural material alterations in the Client's physical or operational circumstances.

5.5 Price Increase Notification

The Company shall provide the Client with a minimum of thirty (30) calendar days' prior written notice of any intended fee modifications. If the Client rejects the proposed pricing structure, they retain the option to cancel the services by providing the Company with thirty (30) days' concurrent written notice.

5.6 Late Cancellation Charges

In the event that a scheduled visit is cancelled or rearranged by the Client with less than twenty-four (24) hours' prior notice, the Client shall be strictly required to pay the full contract price (100% of the planned hours) for the scheduled session. Such charges remain subject to the individual corporate discretion of the Company Director.

SECTION 6: EQUIPMENT, COMPLIANCE, AND TASK SPECIFICATIONS

6.1 Provision of Core Equipment

Standard professional cleaning materials and essential structural equipment (such as vacuum cleaners, mops, and buckets) shall be supplied by the Company unless otherwise explicitly requested and provided by the Client.

6.2 Safety Standards for Client-Supplied Items

Where the Client elects to provide cleaning machinery or tools, all such items must be completely safe to operate, maintained in optimal working order, and must not necessitate any specialised operational training or proprietary expertise to operate.

6.3 Operational Instructions

If the Client introduces equipment with complex or non-standard mechanisms, they bear an absolute obligation to furnish explicit, clear, and comprehensive instructions to the assigned Cleaner.

6.4 Electrical Infrastructure Safety

The Client must explicitly guarantee that all on-site electrical outlets and sockets are strictly compliant with statutory safety standards and fully functional for the secure connection of the Cleaner's machinery (including vacuum cleaners and industrial steam extraction units).

6.5 Complete Waiver of Equipment Liability

If the Client requests the use of their own cleaning machinery, appliances, or chemical detergents, the Client explicitly acknowledges that:

- 1) The Company accepts zero structural or financial liability for any operational failures, mechanical breakdowns, or secondary property damage linked to such items; and
- 2) Professional output quality may be structurally compromised (e.g., poor vacuum suction metrics). The assigned Cleaner will exert best professional efforts using the assets provided.

6.6 Pre-Service Task Specifications

The Client must supply a comprehensive list of localised cleaning tasks and targeted requirements to the assigned Cleaner prior to the initiation of any service session. If the Client relies solely on verbal task summaries, the Company

shall accept zero legal or operational responsibility for any unperformed duties. The Company offers its pre-service assessment visit specifically to document these frameworks securely.

SECTION 7: TERMS OF PAYMENT AND ARREARS MANAGEMENT

7.1 Standard Settlement Terms

Payment obligations mature immediately upon the physical completion of the assigned services or strictly within seven (7) calendar days from the issued invoice date, unless a specialised alternative written timeline has been formally executed within a commercial contract agreement.

7.2 Acceptable Payment Channels

Settlements must be executed via direct Electronic Bank Transfer (BACS), electronic contactless interfaces, or physical cash paid directly to a statutory Company Director. Payments submitted via physical cheque or standard postal delivery services are strictly rejected.

7.3 Gratuity Discretion

We greatly appreciate and value expressions of gratitude from our clients. However, please note that tipping or giving gratuities is completely voluntary and never required by contract. If you choose to give a tip to any of our employees, we kindly ask that it remain under ten British pounds (£10).

7.4 Retroactive Correction of Disclosures

The Company explicitly reserves the right to terminate any service contract instantly and apply a retroactive balancing charge up to standard commercial rates if it uncovers that the Client utilised false, incomplete, or misleading disclosures to secure preferential discounted pricing, or if the environmental parameters prevent professional execution.

7.5 Flexible Invoicing Frequencies

The Company does not demand on-site transactional collection at the direct conclusion of individual cleanings or companionship assignments. Clients are provisioned with weekly, bi-weekly, or rolling four-weekly invoicing. Immediate on-the-day payment processing is supported strictly via hand-delivered physical invoices or standard statements when a full month has been completed.

7.6 Arrears, Flat Intermediary Fees, and Medical Exceptions

If any invoiced amount remains outstanding beyond seven (7) calendar days from the due date, the Company reserves the absolute right to levy a flat-rate liquidated administrative interest penalty of £50.00 from the maturity date until actual settlement is received. This administrative penalty shall be fully waived if the Client has executed a prior written payment structure with management, or if verified severe medical incapacitation directly prevented transactional execution.

7.7 Indemnity for Third-Party Collection Costs

In the event that the Company transfers an unresolved client account to an external third-party collection agency or legal firm, the Client shall be strictly liable to indemnify the Company for all external costs, asset recovery fees, legal disbursements, and intermediary collection charges added by said agency.

SECTION 8: REFUND CLAIMS AND MATURITY CONDITIONS

8.1 Performance Finality

No structural requests or financial claims for refunds will be entertained or processed by the Company once the physical cleaning or companion services have been completed on-site.

8.2 Legitimate Cancellation Credits

Financial refunds or account adjustments shall be processed exclusively if the Client cancels a scheduled assignment at least forty-eight (48) hours prior to its start time, and advanced payment was already captured by the Company.

8.3 Non-Attendance Reimbursement

If an assigned Cleaner or Companion fails to attend a scheduled appointment for which payment has already been collected, the Company shall issue an immediate and full financial credit or cash refund to the Client for the unperformed hours.

SECTION 9: COMPREHENSIVE CANCELLATION AND SUSPENSION MECHANISMS

9.1 Notice for Short-Term Modifications

If the Client intends to modify, shift, or cancel a specific scheduled session appointment, a minimum of forty-eight (48) hours' advance notice must be provided. If notice falls below this window (or less than 24 hours), standard cancellation contract pricing lines remain fully payable and will be invoiced as such.

9.2 Access Breaches and Structural Lockouts

The Client must ensure unhindered entry to the service premises. If the Company's personnel are denied entry due to key failures, unserviceable locking mechanisms requiring proprietary skills, or localised client omission, the appointment shall be logged as an absolute cancellation, and full contract charges will be invoiced.

9.3 Personnel Consistency

While the Company endeavours to maintain staff consistency for scheduled visits, all scheduling shifts remain subject to organizational availability. The Company cannot guarantee that the identical Cleaner or Companion will be deployed on modified dates.

9.4 Public and Bank Holiday Protocols

The Company operates continuously across standard weekdays but excludes statutory Public Bank Holidays. If a regular service assignment falls on an official Bank Holiday, the session will be systematically rescheduled to the next open operational slot. The Client explicitly agrees that standard recurring fees for that service block remain fully payable regardless of non-attendance on the holiday itself, in consideration of the guaranteed post-holiday catch-up slot. Deployed coverage on a Bank Holiday is offered exclusively at the absolute discretion of the Director and is subject to distinct premium rate surcharges.

9.5 Client Voluntary Termination Rights

The Client may terminate this agreement with immediate effect if the Company commits a material breach of its obligations and fails to remedy such breach within thirty (30) calendar days of receiving detailed written notice of the specific default.

9.6 Corporate Rights of Service Suspension

The Company reserves the absolute right to suspend all operational activities instantly and withhold services if any invoice remains unpaid beyond its contract maturity date.

9.7 Standard Corporate Written Notice

The Company may terminate this service agreement at any time without cause by serving fourteen (14) days' formal written notice to the Client.

9.8 Immediate Termination for Cause

The Company reserves the right to terminate this agreement with immediate effect, without notice and without liability, upon the occurrence of any of the following events:

- Direct refusal of access to the service premises.
- Failure to provide accurate and complete specifications regarding the Client's operational requirements.
- Any instance of physical abuse, verbal abuse, harassment, or discrimination directed at Company personnel.
- Non-payment of invoices extending past seven (7) days from issuance.
- Behaviour that the Company, at its sole discretion, deems to be completely unreasonable, disruptive, or unsafe.
- The identification of a significant risk of harm or environmental hazard endangering the health and safety of Company personnel.

All cancellations will be confirmed in writing or via electronic mail where possible.

9.9 Framework for Verbal Cancellations and Final Notices

If a Client intends to terminate a verbal agreement or recurring service framework, all outstanding financial liabilities must be paid to the Company before notice can be processed. A formal notice period of four (4) weeks must be delivered in writing directly to the Company Director to avoid structural penalty fees. The Company will continue to actively deploy services during this 4-week notice block. If the Client fails to settle outstanding balances during this phase, the Company may invoke immediate termination and engage third-party debt recovery channels.

SECTION 10: NON-SOLICITATION AND EMPLOYMENT REFERRAL FEES

10.1 Non-Solicitation Covenant

The Client explicitly acknowledges that the Company invests substantial corporate resources in recruiting, vetting, and training its personnel. Accordingly, the Client covenants that they shall not directly or indirectly hire, engage, employ, or contract with any Cleaner or Companion introduced or deployed by the Company, whether on a formal legal basis, an independent contractor framework, or a private cash arrangement.

10.2 Mandatory Employment Referral Fee

If the Client breaches this non-solicitation covenant and directly engages any Company worker or employee, the Client shall be strictly liable to pay the Company an immediate, flat-rate Employment Referral Fee of £2,000.00 per individual person. This contractual fee matures instantly upon engagement and applies whether the Client self-discloses the arrangement or the Company establishes the breach independently.

10.3 Indemnity for Legal Enforcement Costs

The Client agrees to fully reimburse the Company for all legal fees, court costs, administrative disbursements, and debt recovery expenses incurred by the Company in collecting this Employment Referral Fee.

SECTION 11: COMPREHENSIVE PROPERTY DAMAGE CLAIMS AND VALUATION CAPS

11.1 Allocation of Risk for Irreplaceable Items

While Company personnel exercise utmost professional care, the Client acknowledges that accidental property breakages can occur. The Company will attempt to source an identical replacement but cannot guarantee exact item matching. Accordingly, the Client is under a strict operational obligation to securely store away all sentimentally, historically, or monetarily irreplaceable assets, ensuring they are placed entirely outside the designated service areas (e.g., away from areas where games are played or cleanings occur) prior to session commencement.

11.2 Liability Correction Cap and Cash Value Rules

In the event of documented on-site damage directly caused by the negligence of Company personnel, the Company shall, at its sole option, either repair the item at its own expense or credit the Client with the item's present actual depreciated cash value (not its original purchase price or sentimental value) toward a replacement from a Company-vetted source. This liability line is subject to a strict financial cap of £200.00 per item, and is conditional upon the Client having fully settled all outstanding invoices for services rendered.

11.3 Installation and Surface Exclusions

The Company accepts zero structural or financial liability for property damage resulting from:

- 1) Faulty, loose, or improper installation of household fixtures, shelving, wall mountings, or fittings; or
- 2) Pre-existing wear, structural degradation, or aged items. The Client explicitly warrants that all specialized premium architectural surfaces (including marble, granite, quartz, and untreated wood) are fully sealed, structurally sound, and capable of enduring professional cleaning agents without harm.

11.4 Key Replacement and Locksmith Cap

If physical property access keys are lost directly by Company personnel, the Company will cover direct key cutting replication costs subject to an absolute liability ceiling of £25.00 per location. The Company shall not be legally or financially responsible for replacing the Client's entire structural locking mechanisms, lock assemblies, or master key systems. The Client bears the sole responsibility to engage a certified local locksmith for localized hardware adjustments.

11.5 Chemical and Respiratory Disclaimers

The Company accepts zero legal liability for property discoloration, degradation, or structural damage resulting from the accidental deployment of bleach-containing mixtures, nor shall it be liable for personal health claims or respiratory issues linked to professional strong-odour cleaning agents. It is the Client's absolute responsibility to report sensitivities during the initial assessment or demand alternative bleach-free toilet gels and chemical products in writing.

SECTION 12: COMPLAINTS PROCEDURE AND INSPECTION WAIVERS

12.1 Strict 24-Hour Notice Window

All complaints regarding service quality, task omissions, or property damage must be submitted to the Company in writing via text message or electronic mail within a strict window of twenty-four (24) hours following service completion. All submissions must incorporate a thorough text description alongside conclusive photographic evidence of the affected areas. Failure to report within 24 hours constitutes a complete waiver of the claim.

12.2 Real-Time Quality Corrections

If the Client is dissatisfied with an active on-site cleaning or companion service, they must immediately contact the Company office or alert the personnel while they are physically present. The Client must not withhold feedback until the session concludes. Valid operational defects reported in real-time will be rectified on the spot by the attending personnel.

12.3 Exclusion of General Waste Management

The standard cleaning service framework encompasses localised surface dusting and vacuuming. It strictly excludes general external rubbish removal or waste transit unless specialized commercial waste frameworks were explicitly pre-arranged in writing between the Company and the Client.

12.4 Carpet and Upholstery Cleaning Limitations

The Client acknowledges that specialized hot-water extraction or carpet cleaning procedures cannot guarantee complete stain eradication or fabric restoration from carpets or upholstery. The Company accepts zero liability for pre-existing embedded marks, permanent fibre discoloration, or historical dust layers that resist industry-standard restoration treatments.

12.5 Inspection Waiver Upon Departure

It is the Client's personal responsibility to verify satisfaction before personnel exit the premises. Staff will remain available at the conclusion of the session to facilitate a comprehensive walkthrough inspection. If the Client declines to conduct this walkthrough or permits staff to leave without inspection, the Client explicitly waives their right to future re-cleans, and the service shall be deemed perfectly performed and accepted. After departure, the Company cannot be held accountable for unfulfilled expectations.

12.6 Consumer Rights Alignment

Pursuant to the Consumer Rights Act 2015, the Company warrants that its services will be executed with reasonable care and skill. However, where performance conforms to the professional profiles established during the initial assessment or if the requested cleaning or companion service is structurally inapposite for the situation, the Company shall not be liable for future issues.

SECTION 13: EXCLUSIONS AND PUBLIC LIABILITY PROVISIONS

13.1 Delay Exclusions

The Company shall not be liable under any legal framework for direct, indirect, or consequential financial losses, expenses, or damages stemming from the late arrival of its personnel due to transport failures, traffic gridlock, or external events beyond the Company's reasonable control. If necessary, visits may be systematically rescheduled.

13.2 Resource Omissions

The Company accepts zero operational liability if an assignment remains incomplete due to a lack of hot water, electricity, functional utility connections, or if Client-supplied machinery breaks down during operation.

13.3 Third-Party On-Site Activity and Wet Floor Warnings

The physical presence of third parties or uncoordinated individuals on the premises during cleaning operations inherently disrupts operational efficiency and creates significant safety hazards (e.g., wet floors). The Company or Insurer's accepts zero liability for slips, trips, or injuries suffered by third parties. Deployed staff will provide verbal warnings or position standard 'Wet Floor' safety signage where applicable, and the Client agrees to manage third-party presence tightly.

13.4 Comprehensive Public Liability Coverage

The Company warrants that it maintains full, legally compliant Public Liability Insurance and Employer's Liability Insurance coverage. These formal policies are held open for physical or digital verification by the Client during the mandatory pre-service initial assessment upon express request.

SECTION 14: DATA PROTECTION, PRIVACY, AND EMERGENCY USE

14.1 Statutory Compliance

The Company collects, stores, and handles client contact specifics, operational addresses, and background notes regarding health and physical or mental well-being in strict compliance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

14.2 Mandatory Data Disclosures

The Client must supply all critical data elements requested during the initial assessment. Failure to provide complete data may result in an immediate suspension or total termination of the service agreement.

14.3 Absolute Prohibition on Data Commercialization

The Company guarantees that it will never sell, lease, trade, or distribute client personal details to external marketing agencies or commercial third parties.

14.4 Emergency Sharing Discretion

The Company respects client confidentiality and will only share vital medical observations or personal background data with external entities (such as NHS ambulance staff, medical doctors, or social workers) during an active emergency to protect the Client's physical well-being.

14.5 Protection of Financial Assets

To ensure absolute financial security, the Company strictly prohibits its staff from capturing, writing down, or holding client banking passwords, credit card credentials, or direct financial details. All invoices are handled via direct bank transfer processing or cash paid directly to the Director.

SECTION 15: PAUSES, HOLIDAYS, AND EMERGENCY RETAINERS

15.1 Notice Window for Planned Absences

If the Client requires a temporary pause in recurring services due to a planned vacation, non-emergency medical holiday, respite, or absence, a minimum of forty-eight (48) hours' advance notice must be delivered to the office to cancel or rearrange. If notice is provided with less than 48 hours' lead time, the full contract fee remains fully payable for the planned hours.

15.2 Emergency Hospital Retainer Protocol

If the Client undergoes an unplanned emergency hospital admission, the Company will pause active service configurations for a maximum of fourteen (14) calendar days (unless extended via mutual written agreement). To guarantee that the Client's specific operational slot and assigned staff remain reserved for their return following hospital discharge, the Client agrees to pay a structural Staff Retainer Fee equivalent to fifty percent (50%) of standard recurring service costs, which shall be payable immediately prior to or upon hospitalization.

15.3 Discharge and Reactivation

Following discharge from a medical facility, if the client does or does not wish to restart services, the Client or their authorized third-party representative must contact the Company office via telephone or email to formally coordinate service adjustments or restart dates.

SECTION 16: CORPORATE GIVING AND PORTFOLIO POLICIES

16.1 Charity Allocation

The Company dedicates ten percent (10%) of its verified net annual profits to a selected network of partner charities. Client engagement directly supports these localised community programs.

16.2 Direct Solicitation Ban

Company personnel are strictly prohibited from demanding, soliciting, or collecting direct cash donations on behalf of charities on-site. Clients wishing to make additional charitable contributions must transact directly via the verified hyperlinked charity portals hosted on the Company website or by calling them.

16.3 Security and Photo Identification

To defend against doorstep fraudulent actors and unauthorized individuals, all Company staff are required to display formal photographic identity badges upon arrival. The Client retains an ongoing right to call the office to confirm staff identity credentials if any doubts arise.

SECTION 17: SUPPLEMENTARY OPERATIONAL COVENANTS

17.1 Out-of-Area Key Transits

If the Client requests the Company Director to collect property access keys from an external third-party location situated outside the direct postal code of the serviced address, a flat transportation fee of £30.00 shall apply to the pickup transit. A separate balancing charge of £30.00 shall apply if the keys must be returned to that out-of-area location or sent to a distinct remote address.

17.2 Dynamic Adjustments for Scope Drift

The Company reserves the right to adjust structural billing rates instantly if the physical workload, room configurations, or client task listings deviate from the profiles logged during the initial assessment visit or verbal agreement. The Company also reserves the right to amend the initial quotation, and differences of more than 10% will be discussed with the client prior to starting the work.

17.3 Quotation Variances

All project duration windows or timeframe calculations provided by the Company are estimates of average tracking metrics based on houses or offices of similar sizes. Specialist deep cleans, one-off treatments, post-construction rehabilitation (after-builders cleans), event cleanings, and badly neglected premises may require up to three (3) times the labour volume of a standard maintenance visit. If formal scope tracking reveals a variance, flexibility is required, and the Company advises the client to secure our specialist cleaning services.

17.4 Apparel and Appliance Restrictions

Company personnel are strictly prohibited from executing manual hand-washing procedures for client clothing garments. Staff may operate automated washing machines, provided the appliance is in safe working condition. The Company accepts zero liability for appliance mechanical breakdowns or garment damage.

17.5 Unilateral Terms Amendments

The Company reserves the absolute right to amend, alter, or update any subsection of these Terms and Conditions at any time without individual prior notice. Revised terms are systematically uploaded to the corporate website and immediately govern all historical and active client relationships. Paper copies can be provided upon written request via email or letter.

SECTION 18: CORPORATE REFERRAL CREDITS AND GOVERNING LAW

18.1 Customer Referral Credit

Active Clients will receive a one-time financial account credit of £10.00 for each new client referral. This credit matures and applies to the invoice cycle only after the referred client has successfully completed three (3) distinct, fully paid service sessions.

18.2 Governing Law and Jurisdiction

These Terms and Conditions, alongside all underlying service frameworks, are strictly governed by and construed in accordance with the laws of England and Wales. Both parties submit to the exclusive jurisdiction of the Courts of England and Wales.

18.3 Legislative Harmonization

These terms are structurally aligned with the Consumer Rights Act 2015. They are prominent, transparent, expressed in plain and intelligible language, and maintain an even balance of contractual protections across both parties.

SECTION 19: RE-CLEAN GUARANTEE AND PHOTOGRAPHY RIGHTS

19.1 Re-Clean Guarantee

The Company strives for operational perfection but acknowledges that mistakes can happen. If the Client is dissatisfied with any aspect of the service, the Company will return to discuss the issue or reclean the specific areas free of charge. This guarantee is strictly void if the physical condition of the property or business has deteriorated since the original session was completed.

19.2 Marketing Photography Rights

The Company reserves the right to photograph areas of the property (including ovens, refrigerators, bathrooms, and bedrooms) for marketing portfolios, website showcases, and social media platforms. The Company will always seek verbal or written permission out of respect for your privacy, and no personal data or property location details will ever be disclosed. The Client retains the complete right to decline this request.

19.3 Operational Photography Rights for Failed Payments

In the event of an unrectified payment breach or failed invoice settlement, the Company reserves the absolute unilateral right to utilise any recorded photographic images of the property for operational, corporate, or content needs across its website and social media channels at its sole discretion, completely free from any claims or rights of privacy from the client or acting third party.

19.4 Third-Party Branding and Charity Consent

The Company holds express permission to feature the images, logos, and digital buttons of partner charities and collaborative businesses across its marketing platforms. Partners who provide vouchers or financial donations to our supported charities receive a complimentary 12-month promotional listing on our channels. The Company holds no copyright to third-party brand assets, and external requests for their use must be directed to the respective owners.

Registered Company Name:

LYONS CLEANING SERVICES (SCARBOROUGH) LTD

Trading Name:

Lyon's Home Maid Services

Company Registration Number:

17380419 (Registered in England and Wales)

Registered Office Address:

2 Hallgarth, Pickering, North Yorkshire, United Kingdom, YO18 7AW

Telephone Contact:

01723 256321

Corporate Email:

info@lyonshomemaidservices.co.uk

Residential & Commercial Cleaning | Companionship Services