

Terms and Conditions

1.0. Our company 'terms and conditions trading as 'Lyons Home Maid Services' (company).

Definitions

In these Terms of our company, the following definitions apply:

LYONS CLEANING SERVICES (SCARBOROUGH) LTD trading as (Lyons Home Maid Services)

(Business) or (Company) LYONS CLEANING SERVICES (SCARBOROUGH) LTD trading as (Lyons Home Maid Services) {Company} / Director – “Us”, “We” – means us

“Cleaner” or “Companion” – means the person (employee) (Director) providing cleaning or companion services on behalf of our company.

“Customer/ Client” – means the person client of our agreement or verbal agreement or acting third party. (with or without LPA or POA).

“Services” – means the cleaning, companion services carried out on behalf of the ‘Lyon’s Home Maid Services (Company)

Unless the context requires otherwise, reference to the singular include the plural and references to the masculine include the feminine and vice versa.

The Headings contained in these Terms are for convenience only and do not affect their interpretations.

CONTRACT

2.1 These Terms and Conditions constitute a binding agreement between LYONS CLEANING SERVICES (SCARBOROUGH) LTD trading as Lyon's Home Maid Services and you, the CLIENT, or any third party acting on your behalf.

For instance, a ‘Family Member or Friend’ may act on behalf of a third party, with or without a Power of Attorney (POA) or Lasting Power of Attorney (LPA).

2.2 The Client understands that any use of the Company's services—whether ordering cleaning or companion services through telephone, live chat, email, website forms, or third-party social media applications—will be considered an acceptance of these Terms and Conditions, thereby establishing a contractual agreement with us for the duration of service use.

2.3 The Client has the right to a 14-Day Cooling-Off Period: Clients who book online can cancel their booking within 14 days, if the service has not been fully performed. If a service has been provided during this period, the client may terminate the contract by **giving 30 days' written notice after the initial one-month term has concluded.**

2.4 If the Client wishes to terminate the contract before the completion of the initial one-month term, or within the 14-Day Cooling-Off Period if they have received a service during the cooling off period, they are required to pay the remaining balance for the duration of the contract. This requirement is waived only if the Client is entering a hospital or entered a care home setting, or at the discretion of the director.

2.5 The Client agrees to pay a cancellation fee equal to 30 days of service under the following conditions: 1) If no notice is provided; or 2) If the Client terminates the agreement with less than 30 days' notice.

2.6 Before terminating the contract, the client is required to provide details of any incoming contractor to ensure compliance with the Transfer of Undertakings (Protection of Employment) Regulations 2006.

2.7 The client agrees that after the initial one-month period, continuing to use our services means entering into a rolling one-month contract. The director may make changes at their discretion and will work with you to address any issues and adjust as needed.

2.8 Any modifications or changes to these Terms and Conditions will only be considered valid if they are approved in writing by a director of the Company.

INITIAL ASSESSMENTS

3.0 At Lyons Home Maid Services (company), we prioritize your satisfaction by conducting a thorough initial assessment for **all residential or commercial cleaning and companion services before any work commences**. This essential step ensures that you are fully informed and comfortable with the verbal or written agreements outlining the tasks we will perform, while also allowing us to verify that we can meet your specific service needs.

3.1 During our visit to your home or business, we perform a comprehensive assessment of the areas where you require cleaning services, including the lounge, kitchen, bedrooms, and bathrooms, or commercially toilets, canteens etc We take meticulous notes on your specific needs, enabling us to tailor our services as a (company) to best suit you.

3.2 At our (company), our companion services assessment carefully considers your preferences, including your likes and dislikes, daily routines, allergies, lifestyle choices, and any other support services you may require. We also consider the involvement of family, friends, or relatives in your life. While we may inquire about your physical and medical conditions, please rest assured that we do not keep any records of this information to protect your privacy and data rights. Our goal is to determine whether we can meet your needs, and we may decline service if we believe we cannot adequately support you. **(Please note that we are unable to assist with personal care tasks, including bathing, medication management, or mobility support such as standing or walking, as well as any heavy lifting, including moving you in or out of a wheelchair.**

3.3. The (Company) cleaners/ director are **allowed to use and work with bleach or bleach containing products, & professional strong odour chemicals unless you state otherwise**, but must inform us prior to starting any services or if this changes during the agreement. (in writing). The (company) will not be liable under any circumstances for any damages to client's property caused by bleach containing products or professional cleaning products by our (Company) cleaners or director and you agree for us to use such chemicals and **accept that our company, or insurances are exempt from any liability of damages caused by such.**

3.4 If any special inquiries for the cleaning service occurs, the customer should advise prior the start of the service. **Any allergies or intolerances of the detergents or their content should be noted in advance on our initial assessment walk around visit or when known if anything changes**, for example **strong chemical odours can have an impact and our recommendations is that if you are suffer to let us know straight way (in writing) so we can open windows** so please let us know at any point, we want to make sure things are right from the start or if things change, your health would be our priority first.

PROVIDING OUR (COMPANY) CLEANING & COMPANIONSHIP SERVICES

4.0 We will begin offering our (Company) cleaning or companionship services only after completing an initial assessment for residential clients. For business and commercial services, we will provide a quote based on

your specific needs. Please note that any contract services will require an initial meeting to discuss your requirements and establish a contractual agreement before any services commence, these terms & conditions are valid to you as a business client.

4.1 We will make reasonable efforts to complete the services on time. We cannot, however, be held responsible for any delays if an event outside of our control occurs.

OUR COMPANY STAFF WILL:

Treat you with courtesy, dignity and respect

Communicate openly and honestly

Listen to your feedback and try to resolve problems quickly

Protect your privacy and confidential information

Conduct ourselves in a professional manner

Ensure that we have appropriately vetted our cleaners & companion before we start providing services to you

Keep accurate records, and issue regular invoices, weekly or 4 weekly (Businesses Exemption) our (contractual payment) requirements may differ.

4.2 Regrettably, we do not carry out the following tasks for our companionship (Company) services:

Any services that fall under regulated categories, including personal care, nursing care, and medication assistance (such as administering medication orally).

Our Companionship Services: We offer a range of support options, including social interactions, shopping assistance, appointment accompaniment, games, and companionship for caregivers seeking extra help, all in accordance with our terms and conditions.

We take this very strictly and could terminate any agreement with you without notice and will be required to make full payment for any hours planned in for up to calendar 7 days.

YOUR OBLIGATIONS;

4.2 You agree that you will:

Work with us to ensure that the (company) Services set out in your initial assessment (meet and continues to meet) your needs

Treat us with courtesy and respect

Ensure that your Home or business premises are safe

Communicate openly and honestly with us, and discuss any concerns about our (company) Services being provided

Permit us to follow our log procedures at the start of every visit, checklists and initial assessments logs details.

Provide us with any plans and/or assessments relevant or necessary to deliver our (company) services to you safely.

Pay all invoices for the (company) companionship Services, that require transport, and/or other expenses within 7 Calendar Days from the date of the invoice.

Pay all invoices for the (Company) cleaning services within 7 calendar days from the date of the invoice, (Exemption for business contracts) terms & conditions set out within the contractual agreement.

Provide us with a minimum of 48 hours' advance notice to rearrange the scheduled services, and if you do not give us notice, or less than 24hours notice our cancellation costs will apply.

COST

5.0. Customers, who agree to using our services with our (Company), are charged vary amounts for our services (including discounts). There is a minimum of 1.5 hours per cleaning/companion visit/service.

5.1 Our costs are charged by quotes/hours or written formal quotes. (where applicable)

5.2 We review our charges list at least once a year.

5.3 We also reserve the right to review our charges in response to any unexpected changes, for example, a change in law or a change in your circumstances, that were not anticipated at the time of our annual review.

5.4 If we change our costs, we will give you at least 30 Calendar Days' written notice of any increase to your charges before the proposed change takes effect. If you do not agree to the increase, you may cancel your Services by giving us 30 days' notice.

5.5 Our cancellation costs, if you make a cancellation with less than 24hours notice, full payment would be required and would be invoiced as such. (Discretion of the director)

EQUIPMENT

6.0. Cleaning materials and equipment (hoover, mop, bucket etc.) are provided by company unless provided by the customer. All equipment must be safe to operate, in full working condition and must not require any special skills to be used for the purpose of cleaning.

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

6.2. The client must ensure that any electrical outlets (electrical sockets) are safe to use within the client's property for use of the cleaners for their equipment such as ie Vacuum cleaners, steam cleaners etc

6.3. If the clients requires use of their own cleaning equipment, they must understand that we don't accept any liability for any damages or failure of equipment, also professional standards may be impacted ie (suction of vacuuming maybe poorer quality) or cleaning products but our cleaner will do their best with what's provided.

6.4. A detailed list of cleaning requirements (cleaning tasks) must be provided by the clients to the cleaner prior to service commencing. If only verbal description of the tasks has been provided, the Company will not be responsible for any tasks not carried out, we offer an initial assessment visit to help you along documenting along the way.

6.5 The (Company) cleaners/ director are **allowed to use and work with bleach or bleach containing products, & professional strong odour chemicals unless you state otherwise**, but must inform us prior to starting any services or if this changes during the agreement. (in writing). The (company) will not be liable under any circumstances for any damages to client's property caused by bleach containing products or professional cleaning products by our (Company) cleaners or director and you agree for us to use such chemicals and **accept that our company, or insurances are exempt from any liability of damages caused by such.**

PAYMENTS

7.0. Payment is due upon completion of the service or within 7 days of the invoice date, unless a written agreement has been made. Payments can be made in cash, via bank transfer, or through contactless methods. Please note that we do not accept payments by cheque or through postal arrangements.

7.1. Although greatly appreciated and a powerful way to say, 'Thank you', the client understands that tipping is not required.

7.2. The (Company) reserves the right to cancel any contract and back charge additional for a past service to reflect the balance of the standard rate if any misleading or false information was used to obtain discounted service or if the given general requirements for the service and its professional performance would not be possible.

7.3. Lyon's Home Maid Services (Company) offers to take advance payments, via yourself or third party and will enter the agreement for the period and be issued an invoiced accordingly.

7.4. As a (company) we don't ask for payments at the end of our cleaning or companion services, we do offer clients either weekly, biweekly or 4 weekly payments upon invoice, if you prefer to make payment on the day, we can only issue you will a written-out invoice or send one when one-month have been completed.

IF YOU FAIL TO MAKE A PAYMENT ON TIME

7.5. 'Lyon's Home Maid Services (Company) reserves the right to charge interest on invoiced amounts unpaid for more than 7 days at the rate of £50.00 flat rate from the due date until the date of actual payment, excluding prior arrangements with the (Company) accepting a pre-arranged payment method, or if you have suffer medical issues, we will not charge an additional charge.

7.6. If the (Company) is forced to refer the client's account for collection to a third party, then extra costs may be added to the **outstanding amount by the debt collecting company to obtain unpaid debts and the (company) isn't liable for these extra costs. You (the client) will be responsible for extra "third party" debt recovery charges.**

REFUNDS

8.0. No refund claims will be entertained once our (Company) services have been carried out.

8.1. Refunds will be issued only if the Customer has cancelled call within 48 hours prior to the start of the session and a payment has been already taken by the (Company).

8.2. Refund will be issued in case if a cleaner or companion doesn't attend a service visit, or any other service we offer, payment for which has been already collected by the (Company).

CANCELLATION

9.1 The Client has the right to a **14-Day Cooling-Off Period**: Clients who book online can cancel their booking within 14 days, if the service has not been fully performed. If a service has been provided during this period, the client may terminate the contract by **giving 30 days' written notice after the initial one-month term has concluded**.

9.2 If the Client wishes to terminate the (company) contract (verbally or written) either after its completion or during the service within the 14-day cooling-off period, they must pay the remaining balance for the duration of the contract. This requirement is waived only if the client is entering a hospital or has moved into a care home setting.

9.3 The Client agrees to pay a cancellation fee equal to 30 days of service under the following conditions: 1) If no notice is provided; or 2) If the client terminates the agreement with less than 30 days' notice, or within the 14-days cooling off period.

9.4 Before terminating the contract, the client is required to provide details of any incoming contractor to ensure compliance with the Transfer of Undertakings (Protection of Employment) Regulations 2006.

9.5. The client cancels or changes the time/date 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 visit; an cancellation costs apply which would be the full amount upon invoice.

9.6. There is a problem with the client's keys, and the cleaner or companion can't let themselves in. If keys are provided, they must open all locks without any special skills.

9.7. If the clients needs to change the cleaning or companion service or time the (Company) will do its best to accommodate him. A minimum of 48 hours' notice is required. Please note that the (Company) cannot guarantee that the same cleaner or companion will be available on the new day and at the time the clients require. Any changes in the cleaning or companion schedule are subject to availability.

Lyon's Home Maid Services (Company) works on any day of the week excluding Public Bank Holidays. If the clients cleaning or companion service or any other services carried out by 'Lyons Home Maid Services' (company) is due on a Bank Holiday this will be rescheduled to the next available slot, The (Company) will inform you to confirm the next date/day available. The client agrees to and understands that the regular amount due for that cleaning or companion service will be charged regardless of whether the cleaner / companion has attended the client's property or not, and that the (Company) will reschedule in a slot for you after the public bank holiday. However, discretion is made by the director and may occur additional charges if you wish for a service on a public bank holiday.

You may cancel our services with immediate effect by giving us notice if:

We breach this agreement in any material way, and we do not correct or fix the situation within 30 Calendar Days of you asking us to do so in writing. "Material" means not trivial

Examples include:

We are unable to provide the Services due to an event outside of our control

We change these terms and conditions to your material disadvantage.

We may suspend the Services if you fail to pay our invoice in full on time.

We may cancel our services at any time by giving us 14 days' notice in writing.

We may cancel our services with immediate effect if;

Refusing us access to your property

Your failure to provide us with accurate information about your needs, requirements or health

Physical or verbal abuse

Non-payment of services (from 7 days of invoice) may occur additional charges set out in our terms & conditions.

Harassment or discrimination of any kind or behaviour that in our sole opinion, acting reasonably, is unreasonable behaviour

We reasonably perceive a significant risk of harm to our cleaners or companions or that their health and safety is endangered.

We may cancel this agreement at any time before we begin providing the Services due to the unavailability of required staff or materials, or due to the occurrence of an event outside of our reasonable control, If such cancellation is necessary, we will inform you as soon as is reasonably possible.

We will confirm any cancellations in writing or by email (where possible)

9.8. The (Company) and client as agreed to the (Company) will provided a cleaning or companion service, if you choose to cancel the verbal agreement, all outstanding charges must be settled to the (Company) prior to a cancellation notice, a notice period of 4 weeks must be made in writing to the owner of the (Company) to avoid any penalty fees.

9.9. The (Company) will continue the cleaning or companion service during any cancellation notice '4 weeks' if outstanding fees are not settled, we have the right to an immediate cancellation without any notice period and look to recover the fees from a third-party debt management client which will occur further fees from yourselves.

EMPLOYMENT REFERRAL FEE

10.0.. The Client is liable for an employment referral fee of £2000.00 per (employee) person, should he directly employ (either legally or on a cash basis) anyone currently employed by the (Company). The Client agrees to pay this fee whether he notifies the (Company) of his/her action, or the (Company) discovers this employment independently at any time after it occurs.

10.1. The Client further agrees to reimburse the (Company) for all collection or legal fees the (Company) incurs in collecting this fee.

CLAIMS

11.0. While the (Company) {cleaners} or {companions} make every effort not to break items, accidents do happen. Identical replacements are always attempted but not guaranteed. For this reason, the (Company) requests all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and /or not cleaned by the cleaners or companion services to place placed in a safe area away while (playing games, cleaning) for example.

11.1. 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 client with the item's present actual cash value toward a like replacement from a (Company) source upon payment of cleaning service rendered, at a maximum amount of £200

11.2. The (Company) will not be responsible for damage due to faulty and/or improper installation of any items also old/worn out/damaged items. All surfaces (i.e., marble, granite, etc.) are assumed sealed and ready to clean without causing harm.

11.3. Key replacement costs is paid only if keys are lost by our (Company) cleaners. There is a £25 per location liability limit but won't be held to replace all customers home locks and would accept that they will have to source a locksmith to attend.

11.4. Our (Company) cannot accept any claims in regard to any damage caused by bleach (accidentally) or any health claims with strong odour used from our cleaning chemicals, we fully understand that clients may have health issues and always ask you in regard to bleach or strong cleaning solutions during our initial visit, however if things change please let us know and we can change or use a different one or one of your own at your request a toilet gel/ products (not containing bleach) or strong cleaning chemicals.

COMPLAINTS

12.0. All complaints must be received in writing by text message or email and include photographic evidence of the issued area and description of the issue within reasonable time of cleaning or companion services completion, to ensure that the details are received in a clear and complete manner. Due to the nature of the service, reasonable time is equal to up to 24 hours upon completion of the service.

12.1. If the Client is displeased with a currently occurring cleaning or companion service, the (Company) asks that the Client notifies it as soon as he notices anything that might be to her/his dislike by calling our number within the agreement. Please don't wait until the service is ending.

12.2. Further to Consumer Rights Act 2015, the service should be performed with reasonable care and skills, however if it is in conformity with our requirements for a professional performance of the service or the requested cleaning or companion service is inapposite for the situation, the (Company) will not be liable for any future issues.

LIABILITY

13.0. The (Company) will not be liable under any circumstances for any loss, expenses, damages, delays, 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) cleaner or companion/ director at the service address. The (Company) endeavours to be right on time on any visit but sometimes due to transport related and other problems which are beyond the (Company) control, the (Company) cleaners or companion or director may arrive with a delay, or the cleaning visit may be re-scheduled.

13.1. The (Company) will not be liable under any circumstances for any loss, expenses, damages, delays, 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:

13.2. A service carried out by (Company) services not complete due to the lack of suitable/enough cleaning materials or time, lack of electricity or hot water or equipment not in full working condition;

13.3. Third party individuals entering or present at the clients' premises during the cleaning process may have an impact on the overall efficiency and effectiveness of the cleaning services being provided; therefore, it is essential to manage their presence carefully as floors maybe wet (signage (wet floor) or (verbal warning will be given by our staff)

13.4. An existing damage to client's property in the form of old stains, burns etc. Which cannot be cleaned/removed completely by the cleaner using the clients cleaning equipment and materials and in accordance with the industry standard cleaning methods as described or upon inspection;

13.5. Any damages caused by faulty/not in full working condition equipment or materials supplied by the client;

Any damages worth £200.00 or less.

13.6 Our (Company) will not be held liable for any health issues that may arise from our cleaning chemicals, particularly those with strong odours. If you have any health concerns, such as asthma, it is your responsibility to inform us and request an alternative product. We conduct initial assessments to identify any potential sensitivities, that why we take health issues very seriously conducting our initial assessments.

13.7 **Exclusions:** Our company is not responsible for pre-existing damage (e.g., old carpet stains) or issues resulting from general wear and tear.

13.8 The (Company) is **not liable for any damage to a client's property caused by bleach-containing or professional cleaning products used** by our cleaners or director. During your initial assessment, you would have been informed if alternative products were necessary. While we exercise great care when using such products, accidents can occur, and by engaging our services, you accept that (Company) or (Company) public insurances bears no liability for such incidents.

HOW WE USE YOUR PERSONAL INFORMATION (DATA PROTECTION)

14.0. We will need certain information from you to provide our (Company) Services. If you do not give us, we may not be able to provide the (Company) services to you and in such circumstances, we may suspend or terminate these arrangements.

14.1. We will hold information about you, for example, your contact details, health and physical or mental well-being in accordance with the Data Protection Act 2018 and UK GDPR.

14.2. We will never sell your personal data.

14.3. We respect your privacy and confidentiality and will only use your personal information for any medical emergency treatment as letting you know whether we will need to share your data with other parties, for example, Ambulance staff, Doctors or Social workers etc.

14.4 As a (Company) we never take payment details from you directly, in the form of holding full banking details, our (Company) requests payments through bank transfers, or cash (if applicable) to the director.

HOLIDAYS & HOSPITAL ADMISSIONS

15.0. If you wish to pause our (Company) services temporarily, for example, because of illness, a planned holiday, respite, planned hospital admission or other absence, you must give us at least 48 hours' notice to cancel / re-arrange.

15.1. We do understand that it is not always possible to give at least 48 hours' advance notice to cancel or rearrange your Services. However, if you cancel your Services with less than 48 hours' notice, we will still charge our full hourly fees for the planned hours.

15.2 If you require unplanned emergency hospitalisation, then we can pause your Services for up to 14 Calendar Days (or longer, if we both agree). To ensure that we can re-start your Services following your

discharge from hospital, we require you to pay a retainer, being 50% of the costs; payable immediately prior to your hospitalisation.

15.3. If you do not wish to re-start the Services, please contact us either by phone or email.

CHARITY DONATIONS

16.0 At our (Company), we are dedicated to giving back to the community. **We donate 10% of our annual profits shared across our partner charities**, and your support enables us to make these meaningful contributions.

16.1 **Our team will never ask or demand for direct donations.** If you wish to contribute, you can do so directly through the links provided on our website or by giving them a call.

16.2 We (Company) do not accept any liability for doorstep callers. **All our staff will carry photo identification.** If you have any doubts, please feel free to contact us directly.

SUPPLEMENTARY TERMS

17.0. If the Client requests keys to be collected by the (Company) director from a third party's address outside the postal code of the serviced address, then a £30.00 charge will apply. The charge will cover only the pickup of keys. If said keys need to be brought back to the third party's address or any other address another charge of £30.00 will apply.

17.1. The (Company) reserves the right to re-evaluate rates at any time should the Clients initial list of tasks changes from the initial assessment visit/ verbal agreement.

17.2. The (Company) reserves the right to amend the initial quotation, should the Clients original requirements change. Differences more than 10% will be discussed with the client prior to the start of the work.

17.3. If any estimates of how long it will take the cleaning services to complete the job are being provided those are only estimates based on the average time it takes to clean a house/flat 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 cleaning 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.

17.4. The Client understands that the price he has been quoted is and doesn't include anything apart from cleaning services, companionship, shopping errand call services labour that the business provides its services.

17.5. The (Company) will arrange an immediate replacement an operative cannot attend a scheduled visit and will inform the Customer prior to the visit. The time may vary due to the last minute needed rearrangements.

17.6. Post Construction Cleaning (After 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 service: After Builders Cleaning, End of tenancy, Holiday Lets etc

17.7. The (Company) cleaners / director is not allowed to hand wash any items of clothing belonging to the Customer. The (Company) advises that our cleaners can only use a washing machine for such tasks, which

must be in suitable working order; otherwise, we may refuse to operate and unable to accept any liability for such breakdowns of appliances.

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

17.9. The (Company) cleaners/ director are allowed to use and work with bleach or bleach containing products, unless you state otherwise, but must inform us prior to starting any services or if this changes during the agreement. The (Company) or insurances will not be liable under any circumstances for any damages to Customer's property caused by bleach containing products by our (Company) cleaners or director.

17.10.1 If any special inquiries for the cleaning service occurs, the customer should advise prior the start of the service. Any allergies or intolerances of the detergents or their content should be noted in advance on our initial assessment walk around visit or when known if anything changes.

17.11. The (Company) reserves the right to make any changes to any part of these Terms and Conditions without giving any prior notice. The (Company) may add to or alter these Terms and Conditions from time to time, and any alterations or additions will apply to all (Company) clients. Please refer to our (Company) Terms and Conditions on our website for further information.

17.12 The (Company) use of professional cleaning products that may have a strong odour, these chemicals may cause various issues such as 'irritation' or any other health issues if any such arises, please inform us during our visit {windows will be opened} if applicable and written onto our special requirements agreement.

REFERRAL CREDIT

18.0. Any client of the (Company) will receive a one-time credit of £10.00 for referring another client. Credit will be issued after new client has been serviced 3 times.

LAW

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

18.2 These Terms and Conditions are in regulation of the Consumer Rights Act 2015 and are not in imbalance in the parties' rights or obligations under the contract.

18.3 The Terms are transparent for the purposes and expressed in plain and intelligible language and are legible

18.4 The Terms are prominent for the purposes of the section and brought in such a way that a consumer would be aware of them.

OTHER

19.0 The (Company) terms and conditions are within our website and provide changes that may have changed from time to time, any request for a paper copy can be provided if you contact us, by written email, letter etc.

19.1 The (Company) will ensure we go the extra mile to help; endeavours to supports people within their homes and communities however we will not be liable under any circumstances for any loss, expenses, damages, delays, costs or compensation [whether direct, indirect or consequential which may suffered or

incurred by the customer arising from or in any way connected to us that may impact the (Company) or the director of the (Company).

19.2 The client must inform us as soon as possible, if any of the above terms and conditions are unsuitable for them so we can assist to help, however this forms part of our contractual verbal agreement services so we may terminate our agreement with you our client subject to any request must be made in writing to the (Company) address formed within the agreement, or by email at info@lyonshomemaidservices.co.uk

OUR GUARANTEE

20.0 The (Company) has built its (Company) and reputation by providing its clients with the best possible services available. Still the (Company) realises, that because we are only human beings, they sometimes make mistakes. **For this reason, the (Company) offers a guarantee. If the client is not satisfied with any areas of our (Company) services, we will come back to client's home to discuss or reclean those areas free of charge and address any companion services that you wish to change** [Please note that this guarantee will not apply if the condition of the home or business has deteriorated since the original cleaning was undertaken.

PHOTOGRAPHY

22.0 Our (Company) reserves the right to photograph your property and its contents, including ovens, refrigerators, bathrooms, and bedrooms, for our portfolio and to feature on our website and social media pages. **We will always seek your permission out of respect for your privacy.** However, please note that this is rarely done to honour our clients' preferences.

22.1 As our valued client, you have the right to decline our request. However, your cooperation greatly supports our (Company) efforts and would greatly appreciate and avoid any personal footage or images and No information will be disclosed regarding the ownership or contents of these items such as above items or whereabouts of property.

22.2 **In the event of any failed payments, our (Company) reserves the right to utilize photographic images to meet all operational and content needs.** This includes usage across our social media platforms and website, at our sole discretion, without any court or claims of rights from the client or acting third party for the client.

THIRD PARTY CONSENT

23.0 Lyons home maid services (Company) as hereby been given consent / permission to use charity, images, logos for the purposes of events and us as a (Company) for markets purposes.

Third party businesses logos and (named) linked buttons used solely for advertisement purposes, marketing purposes for the benefit for the third-party business/company.

23.1 Our (Company) hold no rights to the images (other than our own), therefore will not accept any requests for anyone for the use of their content. Please speak directly to the third-party business/company to seek any permission.

23.2. Businesses that partner with us will receive a complimentary logo and linked buttons to their social media pages or websites for 12 months. This offer is available in exchange for a donation or voucher for one of our partnered charities. Please note that our collaboration with these businesses is strictly for advertising purposes only.

© 2026 All rights reserved. Third party consent is granted by charities and businesses solely for LYONS CLEANING SERVICES (SCARBOROUGH) LTD trading as (Lyons Home Maid Services) to display for advertising/ marketing purposes only.

COMPANY DETAILS

Registered Company Name: LYONS CLEANING SERVICES (SCARBOROUGH) LTD trading as (Lyons Home Maid Services)

Registered in England and Wales Company Number: 17380419

Registered Office Address: 2 Hallgarth, Pickering, North Yorkshire, United Kingdom, YO18 7AW

Telephone: 01723 256321

Email: info@lyonshomemaidservices.co.uk

© 2026 All rights reserved to Lyons Home Maid Services LYONS CLEANING SERVICES (SCARBOROUGH) LTD