

## 1. Definitions

In these terms and conditions:

- 1.1. “We”, “our”, “second party”, or “All Squeaky Clean Limited” means or refers to All Squeaky Clean Limited, its trading divisions, subsidiary or associated companies or its authorized representatives.
- 1.2. “Customer”, “your” or “first party” means or refers to the person or company who contracts for the products or services of All Squeaky Clean Limited. Furthermore, if the customer is a company, the authorized representative who engages the contract.
- 1.3. "Third party" means or refers to any person, party or entity not in the category of first or second party.
- 1.4. “Booking” means contract for products or services of All Squeaky Clean Limited.
- 1.5. A “one-off clean” includes the following: end of tenancy, spring, oven, moving, and end of build cleans.

## 2. General:

- 2.1. All bookings for All Squeaky Clean Limited products or services are made on these terms and conditions. All Squeaky Clean Limited reserves the right to change the terms and conditions at any time without notice. Should such a change affect an existing customer, All Squeaky Clean Limited will endeavour to make any reasonable attempt to notify the affected customer(s) in advance.
- 2.2. Should there be any disputes regarding these terms and conditions, then All Squeaky Clean Limited must receive notice prior to any bookings being placed.
- 2.3. All Squeaky Clean Limited reserves the right to amend the initial quotation, should the customer’s original requirements change.
- 2.4. All Squeaky Clean Limited reserves the right to charge for any omission or additional cost arising from the provisions of materially inaccurate or insufficient information by the customer.
- 2.5. All quotations are valid for up to 14 calendar days unless otherwise specified on the quote.
- 2.6. Should a deposit be required for your type of clean, it will be required at the time of the booking.
- 2.7. Any notice given to All Squeaky Clean Limited, (not withstanding point 2.7.1), on Saturdays, Sundays, and all Bank/Public Holidays regarding products or services, including but not limited to changes/alterations of existing services, complaints or re-clean requests, will be considered to be received at the start of the next business day.
  - 2.7.1. For end of build cleans only, special provisions can be made for communication on weekends when the contract to work is agreed.
- 2.8. All Squeaky Clean Limited shall use its reasonable endeavours to complete or deliver the contracted products or services by the anticipated date of

completion, but the time of completion shall not be of the essence of the agreement.

3. Working Conditions:

- 3.1. All Squeaky Clean Limited cannot use any products or equipment that have not been approved as part of the All Squeaky Clean Limited method.
- 3.2. In all work we do, our training and working practices are designed to ensure that we comply with all applicable health and safety regulations.
- 3.3. Should All Squeaky Clean Limited find any hazardous materials, including but not limited to bleach and unidentified products, we may be unable to clean the affected areas. The customer is responsible for ensuring such materials are not present. The price will remain unaffected.
- 3.4. We may need to use your appliances, including but not limited to ovens, in order to clean them effectively.
- 3.5. During the booking, we will give an approximate time to commence cleaning your property. We are not able to promise any specific times; however, should the need arise we may be able to make alternative arrangements.
- 3.6. All Squeaky Clean Limited will not be responsible if any alarm systems are triggered. The customer should give any special instructions for deactivation/activation of any alarm systems in advance.
- 3.7. Hot water is required for every clean. Should hot water not be readily available at the time of the clean, some areas may not be cleaned and the customer may still be charged. Furthermore, if such areas are still cleaned, the customer may incur an additional charge. This is at the sole discretion of All Squeaky Clean Limited.
- 3.8. Parking arrangements for All Squeaky Clean Limited must be made during the booking. A minimum of a suitable unloading zone should be made available during the time of the clean.
- 3.9. Should previously arranged parking not be available or inaccessible during the time of the clean, the customer will be liable for up to 100% of any additional charges or fees as a direct or indirect result including but not limited to car park fees and residential clamping schemes.
  - 3.9.1. The customer will not be liable for additional fees incurred should we be parked illegally on the public highway.
- 3.10. The customer shall be liable for the cost of unreasonable detention of any vehicle, trailer, or other item belonging to All Squeaky Clean Limited. The liability of All Squeaky Clean Limited against any other person shall remain unaffected.
- 3.11. Office Cleans:
  - 3.11.1. While in your office, our cleaners are not permitted to eat or smoke or use any appliances.
  - 3.11.2. The areas needing to be cleaned should be tidy. This will enable us to devote our time to cleaning and will give you the best value for

your cleaning fee. We reserve the right to not clean any areas that are inaccessible due to clutter or untidiness.

- 3.11.3. Desks must be cleared of all work and equipment not agreed upon by All Squeaky Clean Limited and the customer or the desk will not be cleaned.
- 3.11.4. In the interest of health and safety, our cleaners are instructed not to touch any potentially harmful materials not belonging to All Squeaky Clean Limited, including but not limited to broken glass, broken crockery, broken knives, blades, chemicals and any other toxic or harmful hazards. The cleaning or disposal of such materials is the responsibility of the customer; however, should any of our cleaners break anything of this nature, we will dispose of appropriately.
- 3.11.5. Any broken glass or sharp materials disposed of in rubbish bins by the customer, must be wrapped in newspaper or other suitable material in order to avoid any potential injury to cleaners who are changing the bin liners.
- 3.11.6. Any products left on-site are the property of All Squeaky Clean Limited and are not to be used by any unauthorized personnel without written consent and an authorized signatory. Please see point 4.7.1.
- 3.11.7. Unless otherwise arranged, All Squeaky Clean Limited reserves the right to not clean washing-up beyond a reasonable amount. The definition of a reasonable amount remains at the sole discretion of All Squeaky Clean Limited.

3.12. End of Tenancy Cleans:

- 3.12.1. Unless specifically requested we will remove all consumables and rubbish from the property. See section 9 for information about any lost and found items.
- 3.12.2. While we will make every endeavour to remove them, we are not responsible for pre-existing stains.

3.13. Spring Cleans:

- 3.13.1. The areas needing to be cleaned should be tidy. This will enable us to devote our time to cleaning and will give you the best value for your cleaning fee. We reserve the right to not clean any areas that are inaccessible due to clutter or untidiness.

3.14. End of Build Cleans:

- 3.14.1. All Squeaky Clean Limited reserves the right to refuse to remove any waste if no skip is provided.

3.15. Oven Cleans:

- 3.15.1. The ability to turn the oven on is an essential part of the clean. Should the oven not be able to be turned on, all internal elements of

the oven will not be cleaned and the charge will remain unaffected. Furthermore, if such areas are still cleaned, the customer may incur an additional charge. This is at the sole discretion of All Squeaky Clean Limited.

3.16. Moving Cleans:

3.16.1. The areas needing to be cleaned should be tidy. This will enable us to devote our time to cleaning and will give you the best value for your cleaning fee. We reserve the right to not clean any areas that are inaccessible due to clutter or untidiness.

4. Pricing and Payment Terms:

4.1. All prices are subject to change and inclusive of VAT. Account holders will be given 28 calendar days notice of any price changes.

4.2. For customers without an account with All Squeaky Clean Limited, we may require a deposit of approximately 20% when the booking is made, for all one-off cleans.

4.3. Payment for services rendered are payable upon receipt of invoice. After 28 calendar days of the invoice date, late payment charges may be incurred at the sole discretion of All Squeaky Clean Limited. Late payment charges may vary depending on outstanding balance.

4.4. All Squeaky Clean Limited reserves the right to charge interest on a daily basis on overdue amounts at the rate of 1% above the Bank of England base rate until payment.

4.5. The customer shall indemnify All Squeaky Clean Limited and keep it indemnified in respect of all costs, including legal fees, reasonably incurred in attempting to recover such overdue amounts.

4.6. All Squeaky Clean Limited reserves the right to require the customer to pay for products or services in advance and to re-charge or refuse discount if the customer fails to maintain good credit account arrangements satisfactory to All Squeaky Clean Limited.

4.7. Office Weekly Cleans:

4.7.1. Should any products or property of All Squeaky Clean Limited be used by any unauthorized personnel, the customer may be charged. This charge is up to the sole discretion of All Squeaky Clean Limited. Please see point 3.11.6.

4.7.2. At the start of the cleaning contract, we require a deposit of 28 calendar days of service. After 28 calendar days of service, this deposit will be credited to the cost of the cleans. Further cleans will be invoiced for monthly and payment made in arrears.

4.7.3. For daily service, invoices will be prorated to exclude all Bank/Public holidays.

4.7.4. Should your scheduled clean fall on a Bank/Public holiday, All Squeaky Clean Limited will attempt to reschedule the clean. Should

the customer, for any reason, prevent the rescheduling, the customer will still be responsible for the full price of the clean.

4.7.4.1. Unless otherwise arranged, (see point 6.2.3), scheduled cleans on Mondays and Fridays will be automatically rescheduled for the nearest Tuesday or Thursday in the event a Bank/Public holiday prevents the normal cleaning schedule.

4.8. Spring Clean:

4.8.1. Except account holders, payment is expected immediately upon completion of the clean unless specific arrangements have been made and accepted by All Squeaky Clean Limited.

4.9. End of Tenancy Clean:

4.9.1. Except account holders, payment is expected immediately upon completion of the clean unless specific arrangements have been made and accepted by All Squeaky Clean Limited.

4.10. End of Build Clean:

4.10.1. Except account holders, payment is expected immediately upon completion of the clean unless specific arrangements have been made and accepted by All Squeaky Clean Limited.

4.10.2. Unless otherwise arranged, All Squeaky Clean Limited reserves the right to not remove any excess waste from the property, including but not limited to high volumes of dry lining and plaster board, bulk aggregates, plumbing or insulation materials and timber and sheet materials. This remains at the sole discretion of All Squeaky Clean Limited and the customer may incur an additional charge should All Squeaky Clean Limited choose to remove any excess waste.

4.11. Oven Clean:

4.11.1. Except account holders, payment is expected immediately upon completion of the clean unless specific arrangements have been made and accepted by All Squeaky Clean Limited.

4.12. Moving Clean:

4.12.1. Except account holders, payment is expected immediately upon completion of the clean unless specific arrangements have been made and accepted by All Squeaky Clean Limited.

5. Customer Dissatisfaction:

In the event of you being dissatisfied with the service you have received from All Squeaky Clean Limited, you should contact our service team as soon as practical. We will do our best to ensure that all your concerns and complaints are resolved quickly and amicably.

- 5.1. The customer is not entitled to any refunds. If the customer is not satisfied, reasonable attempts to re-clean the property will be made by All Squeaky Clean Limited free of charge, notwithstanding any other terms and conditions contained within this document.
- 5.2. Requests for re-cleans should be received by our service team within 3 business days for end of tenancy, end of build, spring and moving cleans and within 1 business day for office and oven cleans.
- 5.3. Customers should be aware that conditions in a property may change naturally over time and could affect the decision to re-clean.
- 5.4. Customers must be specific in which areas are not cleaned to a satisfactory level and All Squeaky Clean Limited will only clean areas specified in the re-clean request.
- 5.5. The decision to re-clean remains the sole discretion of All Squeaky Clean Limited.
- 5.6. All Squeaky Clean Limited cannot be held responsible in the event that pre-existing permanent stains become more apparent after a clean has been completed. This includes, but is not limited to carpets, countertops, ovens, trays, and damaged seals (bathtubs).

6. Cancellation/Non Delivery of Services:

- 6.1. If a deposit is required, it is non-refundable in all circumstances.
- 6.2. Office and Corporate Weekly Cleans:
  - 6.2.1. All Squeaky Clean Limited requires 14 calendar days notice prior to the end of a contract.
  - 6.2.2. Should less than 14 calendar days notice be given, payment for the full period will be expected whether the clean(s) are conducted or not.
  - 6.2.3. Should the customer need to cancel or reschedule a single clean of a weekly service, at least 2 business days notice is required or a charge may be incurred, up to the price of that clean.
  - 6.2.4. If a deposit was required and less than 28 calendar days of service has taken place, see point 6.1.
- 6.3. One-off Cleans:
  - 6.3.1. One-off clean account holders are required to give at least 2 business days notice or a charge may be incurred.
  - 6.3.2. If a deposit was required, and the clean is rescheduled or cancelled by request of the customer, see point 6.1.
- 6.4. In the event we have arrived at the property, and are unable to gain access due to difficulties including but not limited to the customer's keys and mismanagement not attributable to All Squeaky Clean Limited, the customer may be charged up to 50% of the quotation.

6.5. All Squeaky Clean Limited reserves the right to refuse to deliver any products or services at any time.

7. Force Majeure:

7.1. All Squeaky Clean Limited shall not be liable in respect of ANY loss or damage in the event that All Squeaky Clean Limited is prevented from fulfilling its obligations due in whole or in part to an event of force majeure which expression shall remain:

7.1.1. Acts of God;

7.1.2. Fire, flood, storm, power failure, reduction of power supplies, breakage or failure of machinery or apparatus, lack or shortage of materials or stock or any other circumstance beyond the reasonable control of All Squeaky Clean Limited;

7.1.3. Any consequences of war, invasion, act of foreign enemy, hostilities (whether war or not), civil war, rebellion, insurrection, military or usurped power of confiscation, requisition or destruction of or damage to property by or under the order of any government or public or local authority;

7.1.4. Seizure or forfeiture under legal process;

7.1.5. Act, omission, misstatement or misrepresentation by the customer or other owner of a property or by servants or agents of either of them;

7.1.6. Inherent liability to wastage in bulk or weight, defect or inherent defect, natural deterioration or fragility of any products or services of All Squeaky Clean Limited;

7.2. All Squeaky Clean Limited may at its option either suspend performance or cancel the contract in question or so much of it as remains unperformed without liability for any loss and without prejudice to All Squeaky Clean Limited's rights to receive a payment of the price of all products and services previously delivered.

8. Liability:

8.1. All Squeaky Clean Limited shall not in any event be liable for the direct or indirect repercussions of actions by any first or third parties present during or after any clean.

8.2. All Squeaky Clean Limited will not be liable for any use, accidental or intentional, by unauthorized persons of our products left on-site. Furthermore, any damage caused to persons or property as a result is the sole responsibility of the customer. All Squeaky Clean Limited will also not be liable for any other losses including but not limited to loss of profit or consequential loss.

8.3. All Squeaky Clean Limited shall not in any circumstances be liable for loss or damage, after tenure of our products or services is deemed to have ended, whether or not caused or contributed to directly or indirectly by any act,

omission, neglect, default, or other wrongdoing on the part of All Squeaky Clean Limited.

8.4. All Squeaky Clean Limited will not be liable for any delay to or cancellation of products or services caused by circumstances beyond our control including but not limited to strike and exceptional traffic. In such circumstances All Squeaky Clean Limited will use its best endeavours to arrange an alternative time suitable to both parties for the performance of its services.

8.5. Should All Squeaky Clean Limited fail to carry out an agreed service due to circumstances within our control, our liability shall be limited to providing the agreed service at no additional charge at a mutually convenient alternative time and in no event shall All Squeaky Clean Limited be liable for any other losses including but not limited to loss of profit or consequential loss.

9. Lost & Found:

9.1. In the case of end of tenancy, end of build and moving cleans, any lost property found on site will be kept for 28 calendar days at the discretion of All Squeaky Clean Limited. Customers may reclaim lost property by contacting our office with a description of the item within 28 calendar days. No guarantees are given.

10. Health & Safety:

10.1. In order to protect our employees, they are instructed not to enter an environment they consider to be unsafe, dangerous to health, or inoperable for any reason, but to withdraw from the premises and report the problem. In this event the customer will be charged 50% of the price of the booking and in the case of a retrospective quote, the charge will be up to £1000 depending upon the size of the property. If the cleaning is rescheduled, after the environment has been rendered safe, the job will be re-quoted for. Discretion remains solely with All Squeaky Clean Limited.

11. Staff Poaching:

11.1. The customer or its representatives will not approach directly or indirectly any member of All Squeaky Clean Limited's staff to seek to provide employment whether part or full time. Should the customer offer employment without the consent of All Squeaky Clean Limited, then a fee of not less than 100% of the total remuneration package for one year plus expenses will be payable to All Squeaky Clean Limited. Should All Squeaky Clean Limited consent be sought and permission granted prior to approaching a member of staff and the member of staff accepts a job offer, then a fee of 21% of the annualised remuneration package will be paid to All Squeaky Clean Limited.

12. Confidential Information:

12.1. Either party may from time to time impart to the other certain confidential information of a commercially sensitive or personal nature in connection with the performance of any contract. The parties each agree that it will use such information solely for the purpose of this agreement and that it shall not disclose such information whether directly or indirectly to any third party.

13. Governing Law and Jurisdiction:

13.1. These terms and conditions and all contracts shall be governed by and construed in accordance with the laws in England and any proceedings in relation thereto shall be subject to the exclusive jurisdiction of the English courts.

14. Disability and Discrimination:

14.1. All Squeaky Clean Limited is an Equal Opportunities Employer. We recruit our employees on the basis of their ability to do the job and aim to ensure that all employees are treated equally regardless of ethnic origin, religion, sex, age, marital status, nationality, sexual orientation or disability.