

Vast Maintenance Limited

Terms and Conditions



VAST
MAINTENANCE LTD.

Terms & Conditions

These are the terms and conditions of services as agreed between the Client (a person and or company engaging services) and Vast Maintenance Limited also known as VM (Company).

By engaging a service provided by Vast Maintenance Limited, the client accepts these terms and conditions, unless indicated to the company, before the contract has commenced.

Vast Maintenance Limited N: 08939336

Communication

From the 25th May 2018, we are updating our privacy policy, and therefore we will always offer you the opportunity to control how and when we contact you

Prior to the start of a professional contract, we will offer you the opportunity to be part of your private business WhatsApp group.

This allows you to contact our duty supervisor with any concerns or requests, and also allows us to contact our clients with feedback or professional enquiries concerning your contract details.

From time to time we may contact you with offers and promotions concerning our products and services.

Please let us know if you would prefer not to be contacted by our company, apart from our billing department.

www.vmservice.co.uk

Our 24/7 customer hotline:

0203 865 8365 / +44 7747792514 (whatsApp)

Our email address: info@vmservice.co.uk

Please remember:

We never share your data with any third parties without your permission

Our terms and conditions apply for all services provided

KLEAN (VM Residential) VM Corporate V-Fog disinfection mist and 0800 Concierge

1. ALL CLEANING SERVICES

1.1 The Company will provide regular weekly cleaning at a rate specified on the individual contract, depending on level of service required and detailed in the client quote and contract. However, please note that we offer the best hourly rates to customers who book a weekly service of a minimum of 2.5 hours. Also, please note that these charges relate to 'general' cleaning duties as specified on our website, and the hourly charge is from £13.00 p/h inclusive of insurance.

The out of contract price for all 'general' cleaning sessions is £15.00 p/h.

The contract price for clients who book twice a month is £14.25 p/h

We will contact clients to arrange and discuss hourly rates for bank holidays and religious festivals

1.2 Products can be supplied at an additional charge, unless specified.

1.3 Vast Maintenance Limited also operates as VM and will be noted as such within this document.

1.4 VM provides both commercial and residential services, and we recently added V-Fog disinfectant fogging to our service profile.

1.5. Please note the number of cleaners used per session will not affect the initial quotation provided to Clients. (the rate for all cleanings is per contract).

1.6. If the Client requires the cleaner to perform any task, beyond the agreed tasks, the Client must pay for any additional time worked at the rate agreed. We will advise the client if we observe the property requires a deep clean as opposed to general cleaning and will priced accordingly.

1.7. The Client agrees to provide a list of all required tasks, equipment and appliances i.e. vacuum cleaners, irons etc. needed for the required work, unless other arrangements have been made with the Company. At the customers request, we will design a cleaning schedule.

1.8. If the Client prefers Eco friendly products are available and will be charged at an additional rate of £7.00 per cleaning session.

1.9. All cleaning appliances should be safe and in full working order, if not supplied by VM, and legal responsibility remains with the owner of the cleaning equipment, should it prove faulty or cause physical harm.

1.10. All fragile and highly breakable items must be secured or removed. Items excluded from liability are cash, jewelry, items of sentimental value, art and antiques. The client is responsible for securing any valuables left in plain sight.

1.11. The Company is not responsible for cleaning collectable items, antiques, art, items of sentimental value and the surrounding areas.

1.12. The company reserves the right to request that breakable items be removed prior to any cleaning session.

1.13. Should the Client require an AGA to be cleaned, the Client must leave the AGA on a minimum heat to allow the cleaning to be completed.

1.14. The Client must specify any special instructions for deactivation/activation of any household alarm systems.

1.15. The Company reserves the right not to continue with the appointment if on inspection, it is found that the material to be cleaned or treated is not suitable for cleaning or treatment.

1.16. The Company will not continue with the appointment if (but not exclusive to) water or power being unavailable or if there is interference in the work from the Client or any other person.

1.17. Freezers must be defrosted in advance. As the time scale for defrosting will not enable the cleaner to complete this task.

1.18. The cleaner will not clean windows inside or outside of the property if the window or part of the window is out of reach to the cleaner, in accordance with Health and Safety.

1.19. If the cleaner is not available for the cleaning appointment due to sickness or annual leave, the company is to provide a replacement cleaner if that is the client's wish and accommodate a suitable time for the client day/time (reschedule if necessary). The company will inform the client in advance of the cleaner's planned holidays.

1.20. If the client requires any covered areas to be cleaned, the heavy furniture must be moved prior to the appointment.

2. ACCESS

2.1. The Client is responsible for providing access to the property at the scheduled time. If keys are provided, they must open and close all locks.

2.2. Keys supplied to the Company that are misplaced or lost will be replaced to the maximum amount of £25.00.

2.3. If a cleaner or Company operative needs to collect keys from a third party, at an address of a distance more than 0.5 miles from the premises where work is to be carried out, then a £10.00 charge will apply to cover travel and time costs.

2.4. The Company is not responsible for any alarms triggered during an appointment. These must be discussed, and a security process provided prior to any scheduled appointment.

2.5. The Client must arrange a suitable parking space for Company vehicles within close proximity of the property and to cover any parking/congestion expenses, if applicable.

3. PAYMENTS

3.1. Payments for all services are preferred by direct debit, paypal or bank transfer.

3.2. Regular Clients:

3.2.1. Invoices are issued within 28 days of service for regular Clients.

3.2.2. Payment can be made in cash or online bank transfer by the 7th of each calendar month. Late payments will incur an administration charge of £12.00 to cover bank and administration charges.

3.2.3. Late payment charges will apply after the account has not been paid for 30 days from the point of invoice.

3.2.4. In case the payment has not been made the company reserves the right to not send a cleaner until it is resolved.

3.3. One off Clients:

3.3.1. Invoices will be issued before the service is provided.

3.3.2. Payment must be received and cleared before service is provided.

3.3.3. Payment can be made online in advance of the services.

3.3.4. All payments must be made on the day of the assignment. Online payments must be made by midnight.

3.4. The Company reserves the right to suspend cleaning services if a payment is not made within the required payment limit. In the event of an outstanding payment, services will be suspended until payment is received in full.

3.5. If a payment is not made after 45 days from the date of invoice, then the account will be passed to a collection's agency, after which an additional charge of 15% of the original invoice will become applicable. Client agrees as part of this contract to pay this sum which represents the Company's reasonable costs in collecting the unpaid amounts.

4. COMPLAINTS

4.1. The Company requires the Client or his/her representative to agree an individual task assessment prior to the first cleaning session, based on the specifics of their property. The client accepts and understands the contents of a 'general clean', as supplied by the company. The company will agree with the client an hourly time frame for agreed cleaning duties. Any cleaning duty outside of the 'general clean' will be quoted individually.

4.2. If the Client is not completely satisfied with the cleaning services, the Company will re-clean any areas and item/s before the completion of the service on the same day or an agreed day.

4.3. If the Client is unable to attend the first session, detailed instructions are to be provided on any special detergents or procedures to be carried out within the property.

4.4 Client accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will entitle the Client to no refunds or recovery cleanings.

4.5. The Company may take up to 3 working days to resolve a complaint.

4.6. The Company will not accept a complaint based on an Inventory check report, filed more than 24 hours after the cleaning session.

4.7. Complaints are accepted in writing (letter, e mail or whatsApp). Complaints must be reported on completion of the previous duty.

4.8. If the Client has failed to provide such information, any claims will be deemed invalid.

4.9. Key replacement/locksmith fees are paid only if keys are lost by Company cleaners/operatives.

4.10. In case of damage the Company will try to repair the item/s if it agrees that it caused the damage. If the item/s cannot be repaired the Company will rectify the problem through its insurance company by crediting the Client with the item/s if it is proven to be by Company.

4.11. The Company will not to be responsible for:

4.11.1. Delay for a cleaning appointment due to a traffic congestion;

4.11.2. Postponed service due to broken equipment;

4.11.3 Appointment not complete due to lack of hot water or power and suitable cleaning materials and/or equipment in full working order provided by the Client;

4.11.4 Third party entering or present at the Client's premises obstructing the cleaning process

5. Claims

5.1. Vast Maintenance Limited offers all clients a customer service guarantee to complete the work to the client's satisfaction, as detailed in the original quote.

5.2. All services shall be deemed to have been carried out to the Client's satisfaction unless notice is received by the Company with details of the complaint within 24 hours of the work being completed. Any complaint will be fully investigated, and the Company gives its best endeavors to resolve it to the satisfaction of the Client.

5.3. The Client agrees to allow the Company back to re-clean and inspect any disputed areas/items before arranging a third party to carry out services.

5.4. The Client must be present at all time during the re-clean.

5.5. The Company reserves the right to only offer one re-clean per service.

5.6. While cleaners make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed.

5.7. The Company may require entry to the location of the claim within 24 hours to correct the problem.

5.8. In case of damage, confirmed as caused by the Company, the Company will repair the item at its sole 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.

5.9. Re-clean services apply once the payment for the service has been received in full.

6. Liability

6.1. The Company shall not be liable for any third parties that are present at the Client's premises during the appointment. No cleaner will grant access to the property to any third parties after an appointment commences.

6.2. Items excluded from the cleaning company's liability include cash, jewelry, art, antiques and items of sentimental value.

6.3. The Company requests all irreplaceable items (whether of monetary or sentimental value) be stored away.

6.4. The Company is not responsible for any existing damage to Clients' property in the form of old stains/burns/spillages etc. which cannot be cleaned/removed completely by the cleaner using the industry standard cleaning methods.

6.5. The Company shall not be liable for the shrinkage of carpets as a result of poor fitting.

6.6. The Client accepts that appliances do break during the cleaning process due to technical faults, long term use, etc. The cleaners are not responsible for the breakage of any appliance, unless it is caused by improper use or negligence by the cleaner. If any damage is proved to be caused by the cleaner, the appliance will be repaired or replaced to a similar, workable standard.

6.7. The Company will endeavor to ensure that appliances are cleaned to a high standard. However, if they have not been cleaned since they were purchased, the Company will not be liable for ingrained dirt that cannot be removed using chemicals.

6.8. The Company will not guarantee an End of Tenancy Cleaning service if furniture or tenants are still present in the property at the time of the cleaning.

6.9. The Company shall not be responsible for any damage caused as a result of the Client placing furniture on a carpet which has not completely dried.

6.10. The Company is not liable for any wear or discoloration of fabric that becomes more notable once dirt is removed.

6.11. The Company will not liable for any damages caused by faulty products/equipment provided by the Client. The Client must inform the Company of any broken appliances or items or provide written instructions for the cleaning of any specific surfaces, furniture, etc. in the premises

7. INSURANCE

7.1. The Company has Public and Employer's liability insurance. The policy will cover any accidental damages caused by the company.

7.2. The Client is obliged to warn the Company or the cleaner about appliances that are poorly fixed or not in full working order as insurance will not cover these items

8. V-Fog

8.1. V-fog is a disinfectant fogging mist, that eliminates harmful pathogens on contact. Prior to any service, we will conduct a risk assessment, and provide all cossh information to the client. The property must remain vacant during the service and for a minimum of 2 hours after

8.2. If the Client is not satisfied with any service provided, a complaint must be received within 24 hours of the appointment. the Company reserves the right to return the same cleaner to re-clean any areas and items to Client's satisfaction. The Client must allow the cleaner to return and the Client should be at present at all times during the re-clean.

8.3. The Company will permit only one re-clean session and only for the reported missed areas. Any additional requests will incur the fees as per the above.

8.4. The Client will not determine the rate of pay for any additional requests.

9. CANCELLATION

9.1. All Services:

9.1.1. For all services, VM requires a notice of 30 days to terminate the agreement. However, we do not apply charges to the account should the client not find our level of service acceptable. We do ask that the client offers the company the opportunity to act upon relevant feedback received.

9.1.2. The Client may cancel any scheduled cleaning appointment up to 5 working days prior with no cancellation charges.

9.1.3. In the event of Cancellation by the Client without prior notice, Cancellation fees apply as follows:

three to four working days – 30% from the cleaning charge (where "Cleaning charge" means the full amount to be paid for the booking)

two working days – 50% from the Cleaning Charge (where "Cleaning charge" means the full amount to be paid for the booking)

one working day – 75% from the Cleaning Charge (where "Cleaning charge" means the full amount to be paid for the booking)

same day – the full Cleaning Charge (where "Cleaning charge" means the full amount to be paid for the bookings)

9. . The client agrees to pay the full amount of the cleaning appointment, in the event of a lock out, caused by:

- The cleaner being turned away;
- If no one is available to provide access to the property;
- No water or power available at Client's premises;
- Problems with client's keys. If keys are provided, they must open the lock without any special efforts or skills.

9.2. The Client may reschedule an appointment, if two to three days' notice is provided to the Company. The Client must note however that the preferred cleaning operative may not be available on the chosen, rescheduled date.

9.3. The Company reserves the right to refuse any cleaning appointment if the condition of the property is hazardous to the cleaner/Company operative.

9.4. The Company reserves the right to cancel and/or reschedule a service in the event of unforeseen circumstances outside the control of the cleaner or the Company.

9.5. By making a contract booking for Klean, the Client agrees to be provided with a regular service according to the schedule, and not to cancel more than eight agreed appointments within One Calendar Year. In the event of more than the stipulated Cancellations, the client shall be liable to the full charges applicable.

10. POST CANCELLATION TERMS

10.1. By entering into a service agreement with the Company, the Client agrees that after the termination of the cleaning service, the Client will not hire or use any domestic services provided by a present or past cleaner introduced to the Client by the company.

10.2. If the Client wishes to hire or use domestic services provided by the cleaner, then he/she must pay a referral fee of £500.00

11.1. 0800 Concierge, trading as Vast Maintenance Limited, hereinafter called "the company", act only as agents for (i) the owners of the accommodation ("the Owner") or (ii) other agencies who themselves act as agents for the Owner. In all circumstances the Contract of Letting is between the guest ("the Guest") and the Owner.

The Owner is solely responsible for providing the accommodation and for the safety of all Guests and/or his/her invitees (jointly known as "the Holidaymakers"). The company accepts no responsibility for personal injury to, or death of, any Holidaymakers, or loss of or consequential loss or damage to their property, or for other matters over which the company has no control, except to the extent such personal injury or death is caused by the negligence or willful default of the company.

11.2 The owner is solely responsible for insurance of their own property and building and the contents therein.

11. Jurisdiction

12.1. These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them the Client agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom

Client Signature

VM Signature

Date