



Terms of Service

The Official Cleaning Company London

The terms and Conditions below represent the full and complete service agreement the “Agreement” between The Official Cleaning Company “us” or “we” of 107 Grays Inn Road, London, WC1X8HF and you the “Customer/Client” for provision of services by The Official Cleaning Company. Please take time to read this service agreement in conjunction with our Cleaning policy.

General Terms

Use of our services constitutes your acceptance of these terms and conditions.

A. Cleaning Services

In accordance with terms of this Agreement, The Official Cleaning Company to provide Cleaning and House Keeping services the “Services” to the Customer/Client at an specified by the Customer/Client the “Premises”

The Service will be for such specific duties as agreed with the Customer at the time of booking.

On the date/time specified to Cleaner/Helper as requested, The Official Cleaning Company will send staff to do the job.

B. Customer Representation and Warranties

The Customer/Client represents and warrants that: Provide a safe working environment in order of the Cleaner/Helper to perform the Service.

The working area is accessible to the Cleaner/Helper, no obstruction or dangerous objects that the cleaning equipment and material are not hazardous in for the Cleaner/Helper to perform their duties.

C. Payment Terms

By using our services, the customer/client agrees to pay the price quoted by The Official Cleaning Company in full after the service or prior to.

Failure to pay within the agreed time will lead to The Official Cleaning Company engage all possible channels to get the customer/client to pay.

Payments may be made through the following payment methods: BACS, Paypal, Cash, and Credit Card Payment (We do not accept any cheque payment at this time)

Payment should be made prior to, or on the same working day. For Commercial Cleaning Contracts payments are to be made within 7 working days.

Commercial (Business Contract) Customer agrees that if the invoice is not paid within one calendar, Interest will be charged at a fixed rate of 5% per annum on each day the amount remains outstanding and thereafter.

D. VAT

All our prices include VAT

E. Additional Amendments

If a Cleaner/Helper fails to appear at work within an hour of Service Time and does not provide the booked Service, The Official Cleaning Company will provide the Customer/Client with alternative arrangement agreed upon by both parties.

In case of accidents, breakage, damage or theft due to any act of the Cleaner/Helper the Customer/Client should communicate with The Official Cleaning Company within 24 hours of the incident. Failure to report within the specified time might make the Customer/Client not entitled to claim any loss or damages.

For any reason, if the Customer/Client is dissatisfied with our Service, it must inform The Official Cleaning Company within 24 hours of completion of the Service. Depending on the agreement agreed upon, The Official Cleaning Company might offer the Customer/Client either, a partial refund, re-supply of the Service without charge.

The Customer/Client acknowledges The Official Cleaning Company has put a lot of effort and investment in recruiting staff. Unless otherwise given written agreement, the Customer/Client must not, directly or indirectly engage or employ the Cleaner/Helper.

