



TERMS AND CONDITIONS

SERVICES.

By placing an order customers are bound to the following 'Monarch Clean' Terms and Conditions:

- 1.1: The customer agrees to sign and return the Agreement and Pay a 50% non refundable deposit at the time of booking with the balance payable 48hrs prior to the agreed clean date.
- 1.2: 'Monarch Clean' reserves the right to suspend cleaning services if payments are not paid as per (1.1).
- 1.3: 'Monarch Clean' only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's house or business. Please note that the cleaner may discuss a variation on the planned duration if, in practise, it appears to be required.
- 1.4: 'Monarch Clean' agrees to provide all cleaning detergents and equipment (vacuum cleaner, mop, bucket etc) required to carry out the clean, any cleaning equipment provided by the customer, should be safe and in full working order.
- 1.5: 'Monarch Clean' will not be held responsible for any alarm systems. Customers should give any special instructions for deactivation/activation of any household or business alarm systems.
- 1.6: All cleaners registered with us and working on our behalf have been fully screened through a personal interview and DBS checked.
- 1.7: The Client must allow the cleaner access to hot water and power.
- 1.8: In case of a complaint, 'Monarch Clean' requires to be notified within 24 hours after completion of the cleaning work.

2. END OF TENANCY CLEANING / ONE-OFF CLEAN / MOVE IN & MOVE OUT CLEAN/ BUSINESS CLEAN.

- 2.0: 'Monarch Clean' reserves the right to amend the initial quotation, should the client's original requirements change.
- 2.1: The Client must allow the cleaner access to hot water and power.
- 2.2: 'Monarch Clean' will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.
- 2.3: 'Monarch Clean' will provide all cleaning detergents and equipment (vacuum cleaner, mop, bucket etc) required to carry out the service, unless the customer wants to supply their own.
- 2.4: 'Monarch Clean' can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's house of business. Please note that duration may vary therefore a degree of flexibility is required.
- 2.5: All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, items of sentimental value, art and antiques.
- 2.6: In case of a complaint, 'Monarch Clean' requires to be notified within 24 hours after completion of the clean. No claims will be entertained after the above time limit.
- 2.7: All the cleaners registered with us and working on our behalf have been fully screened through a personal interview and checking of references and employment.

3. PAYMENT.

- 3.1: Deposit of 50% is payable at the time of booking, in the case of cancellation this is none refundable.
- 3.2: Full payment is requested 48hrs prior to the day of the clean.
- 3.3: Payment can be made online via our website or bank transfer by special arrangement.
- 3.4: Bookings made online with less then 48hrs notice are required to be paid in full at the time of booking.

4.COMPLAINTS & CLAIMS.

- 4.1: The customer 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 customer to no refunds or recovery cleanings.
- 4.2: 'Monarch Clean' may require the presence of the customer or his/hers representative in the beginning and at the end of the cleaning session as an inspection can be carried out and if any corrections, should be made on the same day.
- 4.3: 'Monarch Clean' may take up to 7 working days to respond to a complaint.
- 4.4: Complaints are accepted in writing (letter or email). Complaints must be reported on completion or in the

following 24-hour.

4.5: Key replacement/locksmith fees are paid only if keys are lost by our operatives.

4.6: 'Monarch Clean' agrees to keep all customers' information confidential.

4.7: In case of damage 'Monarch Clean' will repair the item at its cost. If the item cannot be repaired 'Monarch Clean' will rectify the problem by crediting the customer with the item's present actual cash value toward a like replacement.

5.INSURANCE.

5.1: 'Monarch Clean' has Public liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of 'Monarch Clean', reported within 24 hours of service date.

6.CUSTOMER SATISFACTION.

6.1: Customer understands that he/she is not entitled to any refunds.

6.2: If the customer is not completely satisfied with a cleaning job, 'Monarch Clean' will re-clean any areas and items to customer's satisfaction. Therefore customer must allow the cleaner to return.

6.3: Customer may be present at all times during the recovery-clean. 'Monarch Clean' reserves the right not to return a cleaner more than once.

7.LIABILITY.

'Monarch Clean' reserves the right not to be liable for:

7.1: Cleaning jobs not complete due to the lack of hot water or power.

7.2: Third party entering or present at the customer's premises during the cleaning process.

7.3: Wear or discolouring of fabric becoming more visible once dirt has been removed.

7.4: Failing to remove old/permanent stains that cannot be removed using standard cleaning methods.

7.5: Existing damage or spillage that cannot be cleaned/removed completely using standard cleaning detergents and equipment.

7.6: Any damages caused by a faulty or not in full working order detergents/equipment supplied by the customer.

7.7: If the customer has got items which need special cleaning methods and special cleaning detergents, 'Monarch Clean' reserves the right to refuse the provision of the cleaning detergents.

8.CANCELLATIONS.

8.1: Customer may adjust the date or time of a cleaning visit by giving at least 24 hours advanced notice.

8.2: Customer agrees to pay the full price of a cleaning visit if the customer cancels or changes the date/time less than 24 hours prior to the scheduled appointment.

8.3: Customer agrees to pay the full price of the cleaning visit in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; or problem with customer's keys.

These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them the customer agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom. 'Monarch Clean' reserves the right to make any changes to any part of these terms and conditions without giving any prior notice. Should any of the above clauses change all existing customers will be notified. Please check this website for updates.