



## **Terms and Conditions for Commercial Cleaning Services**

**NOTE - PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY. THESE TERMS AND CONDITIONS ARE SUBJECT TO CHANGE FROM TIME TO TIME AND AT THE SOLE DISCRETION OF HENRY-BROOKS LTD. HENRY-BROOKS LTD WILL NOTIFY CLIENTS OF AMENDMENTS TO THESE TERMS AND CONDITIONS ON THE HENRY-BROOKS LTD WEBSITE OR BY EMAIL.**

These Terms and Conditions confirm a service contract between the Client and Henry-Brooks Ltd. To terminate the contract, a notice period of 1 month is required. This applies to both the Client and Henry-Brooks Ltd.

### **Services**

- The Client agrees to sign and return the service agreement prior to any services being delivered.
- Services include the provision of cleaning staff, equipment, and cleaning products where specified.
- The Client must provide safe and uninterrupted access to the property at the scheduled time. Failure to do so may incur a cancellation charge.
- Running hot water, lighting, and electricity must be provided by the Client.
- Henry-Brooks Ltd will deliver services within the timeframe agreed in writing.
- Cleaning of ingrained dirt or neglected areas is not guaranteed to reach a “like new” condition.
- Henry-Brooks Ltd shall not be liable for deterioration in condition of materials or finishes that have been poorly maintained, are old, or have not previously been professionally cleaned.
- Henry-Brooks Ltd reserves the right to alter the schedule or scope of services in cases of force majeure, adverse site conditions, or health risks.

### **Commercial Property Terms**

- All Clients operating from commercial premises must ensure Health & Safety compliance, including the presence of fire exits, hazard signage, and compliance with COSHH regulations where applicable.
- Clients must notify Henry-Brooks Ltd in writing of any hazardous materials present on-site.
- For multi-tenanted buildings, the Client is responsible for ensuring coordination with property management to facilitate access and services.
- Clients must maintain a safe and operable environment for cleaning activities, including appropriate lighting and hazard-free access paths.
- Any security protocols (e.g., alarm codes, key fob access, visitor sign-in requirements) must be communicated clearly prior to service commencement.
- Any out-of-hours service requirements must be agreed in writing and may incur additional costs.
- Clients must ensure that cleaning zones are cleared of sensitive documents, valuables, and fragile equipment to avoid any accidental interference or disruption.

## **Domestic Cleaning Terms**

- Domestic cleaning services include regular scheduled cleans, deep cleans, one-off cleaning, and end-of-tenancy cleans.
- Clients are required to ensure access to the property at the agreed time. Missed appointments or refusal of access without notice may result in a cancellation fee.
- Clients must provide a safe environment for staff to work, including access to electricity, running water, and adequate lighting.
- All cleaning materials and equipment will be provided unless otherwise specified in the service agreement.
- It is the Client's responsibility to secure or remove fragile, valuable, or irreplaceable items prior to the cleaning visit. Henry-Brooks Ltd shall not be held liable for damage to unsecured personal property.
- Domestic cleans do not include the lifting of heavy furniture or the use of high ladders unless pre-agreed and risk-assessed.
- Any pets must be secured to prevent interference with the cleaning process or risk to cleaning staff.
- The Client agrees that any specific instructions or cleaning preferences must be communicated clearly and in writing prior to the service commencing.
- If the property is found to be in an excessively poor or hazardous condition, Henry-Brooks Ltd reserves the right to adjust the quote or decline the service.
- Clients may terminate or amend regular domestic cleaning agreements with 1 month's written notice. One-off cleans may be cancelled with at least 48 hours' notice.
- Henry-Brooks Ltd do not clean painted / wallpapered walls unless this has been specifically agreed in writing and paid for as a separate service.

## **Staffing and Recruitment Clause**

- By entering into an agreement with Henry-Brooks Ltd, the Client agrees that during and up to 12 months after the termination of the cleaning service they will not hire or employ any present or former personnel of Henry-Brooks Ltd without written consent. If the Client engages in such employment or service arrangement, a referral fee of £800 is payable.

## **Cancellations and Service Disruptions**

- At least 48 hours' notice is required for cancellations or rescheduling.
- Failure to provide sufficient notice may result in a "cost of clean" cancellation fee.
- Henry-Brooks Ltd reserves the right to refuse service where the premises pose a health or safety risk.
- Henry-Brooks Ltd reserves the right to cancel or reschedule in the event of staff illness, injury, or unforeseen circumstances.

## **Claims and Liability**

- No refund claims are accepted after service completion unless a written complaint is received within 24 hours of the clean.
- Clients must allow Henry-Brooks Ltd to return to inspect and rectify any areas of concern before commissioning a third-party service.
- If damage is proven to be caused by our staff, Henry-Brooks Ltd will repair or reimburse the item based on its current cash value.
- Clients are advised to remove or secure valuable or irreplaceable items.
- Henry-Brooks Ltd is not responsible for any pre-existing damage or staining that cannot be resolved through standard cleaning methods.

## **Insurance and Indemnity**

- All services are covered under Henry-Brooks Ltd's Public Liability Insurance.
- Clients agree to indemnify Henry-Brooks Ltd and its employees from any claims, costs, or legal actions arising from misuse of the Client's premises, instructions that breach health and safety regulations, or omissions in disclosing hazardous conditions.

## **Pricing, Payment, and Surcharges**

- Clients will be invoiced for services and payment must be made within 28 days via electronic bank transfer unless otherwise agreed in writing.

- Prices quoted include a 10% prompt payment discount, which may be revoked if payment is late.
- Late payments may result in re-invoicing at full (non-discounted) rates and service suspension until payment is received.
- Henry-Brooks Ltd reserves the right to suspend cleaning services if payments are missing and in arrears.
- A 50% surcharge applies to services scheduled on Bank Holidays and designated periods (23rd December to 3rd January).
- Henry-Brooks Ltd are closed on Christmas Day, Boxing Day and New Years Day. Should you urgently require cleaning on any of these days, please feel free to contact us to discuss our availability and special rates.
- Henry-Brooks Ltd reserves the right to revise pricing for ongoing contracts on an annual or quarterly basis in line with inflation, wage increases, or material cost changes. Clients will receive written notice of any price revision.

## **Confidentiality and Data Protection**

- All data provided by the Client will be handled in accordance with UK GDPR regulations.
- Henry-Brooks Ltd agrees to maintain strict confidentiality regarding all matters pertaining to the Client's business or premises.

## **Dispute Resolution**

- Any disputes or claims arising under these terms shall first be addressed in writing and an attempt at informal resolution made.
- If unresolved, disputes shall be referred to mediation before legal action is taken.
- These terms are governed by the laws of England and Wales, and any legal proceedings will be subject to the exclusive jurisdiction of the courts in that region