



Terms and Conditions

Private & Commercial Cleaning Contracts

1. Business insurance & Disclosure Barring Service (DBS)

- 1.1 TCP is fully insured for both Employer's Liability and Professional Indemnity Insurance.
- 1.2 All staff who have contact with a 'vulnerable person' are required to have a Disclosure Barring Service (DBS) check or be with someone that has a DBS check.

2 Access + Keys:

- 2.1 Clients have to ensure cleaners have access to the premises.
- 2.2 If a client is unable to allow access to the premises, they must ensure a key is either left for the client in a key safe or a key is given to cleaner.

3 Internal Access:

- 3.1 Cleaners will leave excessive clutter as neat as possible.
- 3.2 TCP has Insurance for breakages.
- 3.3 Restricted access to specific areas which need cleaning may increase fees for extra time. The extra time needed will be agreed beforehand direct with the client.

4 Cleaning Materials:

- 4.1 TCP will supply all cloths, cleaning materials, personal protective equipment (PPE) and cleaning equipment. If TCP equipment and materials are not required by the client, the client must supply all cleaning materials and equipment.
- 4.2 TCP is committed to promoting and using eco-sustainability, natural and pet friendly products.

5 Cleaning at height

- 5.1 No cleaning at height beyond a simple foot stool will be completed by TCP cleaners to ensure their health, safety and welfare.

6 Health + Safety:

- 6.1 TCP has a 'Duty of Care' for all staff, clients and members of the public. All staff will ensure that they are using all equipment and materials safely, to ensure they are not creating a hazards or increasing any identified risks.
- 6.2 TCP will conduct risk assessments if there is any indication of any hazards or risks identified at a client sight.
- 6.3 TCP will ensure all instructions are followed when feeding or sitting client pets. Clients are required to leave their pet's vet details with the primary contact should there be an emergency.



7 Booked Cleans:

- 7.1 TCP works to a cleaning schedule and will be flexibility towards the needs of clients when feasible.
- 7.2 TCP does not charge for cancellations with over 24 hours notice. Should there be a cancellation within 24 hours, 50% of the hour rate of the clean is required to be paid as a cancellation fee.

8 Payments:

- 8.1 Payments for private cleans are to be made by cash or bank transfer on the day of the clean.
- 8.2 Payments for commercial cleans are to be made by bank transfer and payments can be flexible as agree prior to commencement, suiting the pay run cycles of the commercial client.
- 8.3 Invoices can be provided on request which can be printed, emailed or sent via text.
- 8.4 10-15% of profits goes into running community projects in the Hampshire and Surrey areas.
- 8.5 Quotations agreed before start date