

Terms and Conditions

1. Introduction

These Terms and Conditions (“Terms”) govern the agreement between Solid Clean Ltd (hereinafter “the Company”) and the customer (hereinafter “the Client”) for the provision of cleaning services. By booking or using the Company’s services, the Client acknowledges and agrees to be bound by these Terms. These Terms apply to all services provided by the Company to both individual (consumer) clients and commercial clients.

- **Definitions:** In these Terms, “the Company” (“we” or “us”) refers to Solid Clean Ltd (details in Section 2 below). The “Client” (“you”) refers to the person or legal entity purchasing or using the cleaning services. “Services” refers to any cleaning services provided by the Company as described in Section 3.

- Both the Company and the Client agree to act in accordance with all applicable laws and regulations in relation to the services and these Terms.

- These Terms, together with any written agreement or quote provided by the Company, constitute the entire agreement between the Company and the Client for the services. No other terms (including any the Client seeks to impose) will apply unless agreed in writing by a director of the Company. If the Client does not agree to any part of these Terms, they should refrain from booking or using the services.

2. Company Information

Solid Clean Ltd is a company registered in England and Wales, providing professional cleaning services. Key company information is as follows:

- Registered Company Name: Solid Clean Ltd
- Company Registration Number: 15522779
- Registered Office Address: Hedgerows House, 51 Schoolgate Drive, Morden, SM4 5DP, United Kingdom
- Contact Email: info@solidcleanltd.com
- Contact Telephone: 020 3633 5119

The above contact details may be used for any communications, bookings, or notices required under these Terms (see Section 14).

3. Description of Services

The Company offers a range of professional cleaning services to meet both residential and commercial needs. Our main services include, but are not limited to:

- **Commercial Cleaning:** Routine or one-off cleaning for business premises such as offices, retail stores, restaurants, and other commercial properties.
- **Airbnb Cleaning:** Turnover cleaning for short-term rental properties (e.g. Airbnb or holiday lets), including cleaning between guest stays, resetting the property, and reporting any issues noted.
- **Domestic Cleaning:** Household cleaning services for private

residences. This can be regular scheduled cleaning (weekly, biweekly, etc.) or one-off deep cleaning of homes/flats.

- End of Tenancy Cleaning: Intensive cleaning of rental properties at the end of a lease or tenancy. This typically involves a thorough top-to-bottom clean to meet landlords' or letting agents' requirements for check-out.

All services will be carried out with reasonable care and skill, in accordance with industry standards. The precise tasks and scope of work for each service will be agreed upon at the time of booking (for example, specific rooms to be cleaned, any special requirements, etc.). Unless explicitly agreed otherwise, our standard services do not include major technical or specialized tasks such as professional carpet shampooing, cleaning of exterior windows at heights, removal of hazardous materials, or disposal of large volumes of waste (e.g. construction debris). Such additional tasks may be available by special arrangement or at additional cost. The Company will clarify what is included in a service during the booking and quotation process (Section 4).

4. Booking and Quotes

Clients can arrange for services by contacting the Company via telephone, email, or through our website inquiry/booking system. The following terms apply to bookings and quotations:

- Requesting a Quote: Upon inquiry, the Client should provide accurate and comprehensive information about the required service. This includes details such as the type and size of the property, the number of rooms/areas to be cleaned, the condition of the premises, and any specific tasks or focus areas (for example, deep cleaning appliances, inside cupboards, etc.). Based on the information provided, the Company will supply a quotation (price estimate) for the requested service. All quotations are provided free of charge and without obligation.

- Quote Validity: Unless otherwise stated, a quote remains valid for acceptance for a period of 30 days from the date of issue. After this period, the quote may be subject to review or adjustment by the Company.

- Scope of Quote: The quoted price will cover the cleaning tasks and scope as discussed and agreed at the time of quoting. Quotes may be given as a fixed price for the entire job (common for one-off services like end of tenancy cleans) or as an hourly rate (common for ongoing services like weekly domestic cleaning), depending on the nature of the service. The basis of the pricing will be made clear in the quote. The Company uses the information provided by the Client to calculate the quote (for example, property size, number of bathrooms, level of dirt/grime, etc.). If any significant details are omitted or inaccurately described by the Client, the Company reserves the right to amend the quote to reflect the actual requirements.

- Acceptance of Quote and Formation of Contract: When the Client accepts the quote and confirms the booking (either by signing a written quote, replying via email, or verbally agreeing by phone), and the Company confirms the appointment, a binding contract is formed between

the Company and the Client on these Terms. The Company will normally confirm the details of the booking (date, time, service address, and scope of work) in writing (e.g. via email). The Client is responsible for checking that the details in the confirmation are correct and notifying the Company of any errors or changes as soon as possible. By accepting a quote and booking a service, the Client is deemed to have accepted these Terms in full.

- **Service Availability:** All bookings are subject to the availability of the Company's cleaning staff for the specified date and time. The Company will make all reasonable efforts to accommodate the Client's preferred schedule. If the requested slot is not available, the Company will offer the nearest possible alternatives. A booking is not guaranteed until confirmed by the Company.

- **Changes to Bookings:** If the Client needs to make changes to a confirmed booking (such as adding extra services/tasks, changing the date or time, or altering the scope of work), the Client should contact the Company as soon as possible. The Company will try to accommodate changes, subject to availability and feasibility. Please note that changes to the scope of work or timing may result in a revised quote or additional charges (the Company will inform the Client of any price adjustments before proceeding).

- **On-Site Assessment:** For certain services (especially large commercial jobs or detailed end-of-tenancy cleans), the Company may recommend or require an on-site visit to assess the property before finalizing a quote. If an on-site assessment reveals conditions that differ substantially from those initially described (e.g. the property is significantly larger, or the level of cleaning required is much more extensive than assumed), the Company will discuss any necessary changes to the quote or service plan with the Client before work begins. The Client is not obligated to proceed with the service if a revised quote is not acceptable; however, if the Client agrees to proceed, the revised quote will supersede the original.

- **Estimations of Time:** Any estimation of the time required for a service (if provided) is an approximation for the Client's reference. The actual duration may vary depending on factors on the day of service (e.g. level of dirt, accessibility of areas, etc.). The Company will work efficiently to complete the job in a timely manner, but quality will not be sacrificed to meet an arbitrary time estimate. For hourly-rate services, the cleaning operatives may require a degree of flexibility to ensure the work is completed to a satisfactory standard.

By arranging a booking, the Client also agrees to the cancellation policy and other terms described in subsequent sections (e.g. obligations regarding access to the property and payments).

5. Pricing and Payments

The Client agrees to pay the Company for the services provided, according to the prices and terms set out in the accepted quote or agreement. All pricing and payment terms are as follows:

- **Pricing and VAT:** All prices for services will be communicated clearly

to the Client, either via a formal quote or listed service rates. Prices are stated in UK Pounds Sterling (GBP). VAT (Value Added Tax) – If applicable, VAT will be charged at the prevailing rate as required by law. The Company will indicate whether a price is inclusive or exclusive of VAT. (If no indication is given, prices are assumed to be exclusive of VAT.) The Company's invoices will show the VAT amount separately if VAT is chargeable. (Note: Solid Clean Ltd's VAT status will be communicated to the Client. If the Company is not VAT-registered at the time of service, no VAT will be charged.)

- **Deposits:** The Company reserves the right to require a deposit payment to secure a booking, particularly for extensive one-time services (such as end of tenancy cleaning or large commercial jobs) or for new clients. The deposit amount and due date will be specified at the time of booking (commonly, a deposit might be 20-50% of the total service fee, depending on the job). The booking is only confirmed once the required deposit is received by the Company. Deposits will be deducted from the final invoice for the service. **Deposit Refunds:** If the Client cancels the service in accordance with the cancellation policy (Section 6) such that a refund is due, the deposit (or applicable portion) will be refunded to the Client. If the Client cancels late or fails to provide access (in violation of Section 6 and 7), the Company may retain the deposit as a cancellation fee (see Section 6).

- **Payment Due Date:** Unless otherwise agreed in writing (for example, under a separate contract with a business Client with credit terms), payment for the service is due as follows:

- **For one-off or end-of-tenancy services:** Payment is due immediately upon completion of the cleaning on the service date. The Client may be required to pay on the day of service (for instance, paying the team leader in cash, or making an immediate bank transfer, or the Company charging the Client's card on file). In some cases, the Company may send an invoice for the balance after the service, which shall be payable immediately (or within 1-2 days).

- **For regular ongoing services (domestic or commercial):** The Company will invoice the Client periodically (e.g. weekly, bi-weekly, or monthly, as agreed). Each invoice will detail the dates of services covered and the total amount due. Payment for regular service invoices is typically due within 7 days from the invoice date, unless a different credit period is agreed. The Company may agree to monthly billing with a slightly longer payment term for established commercial clients (commonly 14 or 30 days by prior arrangement).

- **Accepted Payment Methods:** The Company accepts the following payment methods:

- **Bank transfer (BACS/online banking):** Payments can be made directly to the Company's bank account (account details will be provided on invoices or on request). The Client should use their name or invoice number as a reference for clarity.

- **Credit or Debit Card:** The Company can accept major credit/debit card payments. This may be done via a secure online payment link, a card reader in person, or by phone authorization, as available. (Note: Card payments might be processed via a third-party payment processor. The Company does not store card details without permission.)

- Cash: Cash payments are accepted for in-person payments (e.g. paying a cleaner team leader on the day). Cash should be handed directly to a supervisor or as directed by the Company, and the Client should obtain a receipt. For safety, do not mail cash.
- Cheque: Cheque payments are not preferred and are only accepted with prior agreement. If paying by cheque, the Company may require that the cheque be received and cleared in advance of the service (particularly for first-time clients or large amounts). Returned or bounced cheques may incur bank charges which will be passed on to the Client.
- Late or Non-Payment: Timely payment is of the essence. If the Client fails to pay an invoice or any agreed charge by the due date:
 - The Company reserves the right to charge late payment interest on the overdue amount. For business (commercial) clients, interest may be charged under the Late Payment of Commercial Debts (Interest) Act 1998 at the statutory rate (which is 8% per annum above the Bank of England base rate) or, at the Company's discretion, at a lower rate of interest of 4% per annum above the Bank of England base rate for consumer clients. Interest will accrue on a daily basis from the date payment was due until payment is made in full.
 - The Company may also charge a fixed late payment fee or administration fee for the cost of chasing the debt, and any reasonable costs of collection (including legal fees or debt collection agency costs) will be added to the amount due from the Client.
 - The Company reserves the right to suspend or cancel any further services for the Client until all overdue amounts (including interest and fees) are paid in full. For regular cleaning contracts, the Company may terminate the contract for consistent or significant payment defaults by the Client (see also Section 6 regarding cancellations by the Company).
 - If the Client has provided credit/debit card details to the Company (for example, when paying a deposit or if kept on file for regular billing), the Client authorizes the Company to charge that card for any outstanding amount not paid by other means by the due date. The Company will normally attempt to contact the Client before processing such a charge, but reserves the right to charge the card without further notice for overdue payments or cancellation fees.
 - No Set-Off or Deductions: The Client must pay the full amount invoiced for the services without any deduction, set-off, counterclaim, or withholding. In other words, the Client should not withhold payment of any part of the service fee on the grounds of any dissatisfaction or claim against the Company, unless the Company has expressly agreed in writing to a deduction or refund. (Any service issues should be handled as per the Satisfaction Guarantee in Section 9; if a re-clean or resolution is needed, the Client is still required to pay for the original service as provided, pending resolution.)
 - Pricing Adjustments: For ongoing services, the Company may review and adjust its standard rates or a particular Client's pricing from time to time (for example, annually or if the scope of work changes). The Client will be given advance notice of any price changes. If the Client does not accept a proposed price increase for ongoing services, they may cancel the service without penalty by giving notice in accordance with

Section 6 before the new pricing takes effect. Continuing to use the service after a price change constitutes acceptance of the new price.

- Taxes: Aside from VAT, if any other taxes or duties apply to the services, these will be communicated to the Client. (Generally, no other taxes apply to cleaning services in the UK, but this clause covers any future changes in tax law.)

The Company will issue receipts or invoices for all payments received upon request. All payments must be made in cleared funds in GBP. The Client's obligation to pay for services survives the termination or completion of the contract (i.e. the Company may still pursue any unpaid fees even after services have ceased).

6. Cancellations and Rescheduling Policy

We understand that schedules can change. The Client may need to cancel or reschedule a cleaning appointment, and the Company may occasionally need to make adjustments due to unforeseen circumstances. This section outlines the policies regarding cancellations or changes to scheduled services:

- Client Cancellation Notice – No Fee: If the Client needs to cancel or postpone a scheduled cleaning service, the Client should provide the Company with as much notice as possible. Cancellations or rescheduling requests made at least 24 hours before the agreed start time of the service will not incur any cancellation charge. Any deposit paid for that appointment will be refunded in full (or carried over to a rescheduled appointment, as the Client prefers). We request that cancellations be communicated in writing (e.g. via email or text) when possible, to have a clear timestamp, but a phone call is also acceptable as long as the timing is clear.

- Late Cancellation or Rescheduling by Client: If the Client cancels or asks to change the date/time of a service with less than 24 hours' notice before the scheduled start, the Company reserves the right to charge a late cancellation fee. This fee is typically up to 50% of the total service price for that appointment. The exact fee may depend on the circumstances, such as the amount of notice given and the size of the job. (For example, cancelling on very short notice, such as on the morning of the service, or after the cleaning team is already en route, may be treated as a last-minute cancellation with a higher fee, potentially up to the full quoted price.) If the Client has paid a deposit for the booking, the deposit may be retained by the Company and applied toward this cancellation fee. The purpose of this fee is to compensate the Company and its cleaners for lost time and income, as it may be too late to assign them alternative work.

- Failure to Provide Access (Lock-Out/No-Show): If the cleaning team arrives at the Client's property at the scheduled time but is unable to gain entry or unable to carry out the work due to the Client's fault, it will be treated as a cancellation on zero notice. This includes situations such as: no one is present to allow entry at the agreed time (and no pre-arrangement for key access has been made), incorrect keys or access codes provided (and the team cannot enter), the cleaners are

turned away at the door, or conditions at the property are unsafe for cleaning. In such cases, the Client will be charged up to 100% of the service fee for that visit (the Company will consider the specific situation, but generally the full amount is chargeable since the team's time and the slot have been lost). The Company will attempt to contact the Client immediately if access is an issue, and will wait a reasonable period (generally up to 20-30 minutes) for the Client to resolve the access issue if possible. However, if access cannot be obtained within a reasonable time, the team will leave and the service will be considered cancelled by the Client. To avoid this, please refer to Section 7 on ensuring access arrangements.

- **Rescheduling:** If the Client requests to reschedule (change the date or time) of a booking with adequate notice (24+ hours in advance), the Company will do its best to accommodate the new requested slot. Rescheduling with short notice (less than 24 hours) may incur the same fees as a late cancellation (since it effectively frees up a slot on short notice). If a service is rescheduled rather than fully cancelled, the Company may, at its discretion, waive part of the cancellation fee or apply the Client's deposit to the rescheduled date – provided the Client agrees to a new appointment within a reasonable timeframe. This will be handled on a case-by-case basis.
- **Cancellation by the Company:** In rare cases, the Company might need to cancel or reschedule a booking due to circumstances such as staff illness, emergency, double-booking error, or other unforeseen issues. In such events, the Company will notify the Client as soon as possible. The Company will first offer to reschedule the service to a new time or date that is convenient for the Client. If rescheduling is not possible or the Client does not wish to reschedule, the Client will receive a full refund of any deposit or prepayment made for that service. The Company will not charge the Client for a cancellation that the Company initiates. While the Company will make every effort to honor all bookings, it shall not be liable for any inconvenience or loss incurred by the Client due to a cancellation or delay that arises from circumstances beyond the Company's control (see also Section 10 on liability and force majeure).
- **Right to Refuse Service:** The Company reserves the right to cancel or refuse any booking on reasonable grounds. This could include situations such as: the property is in an unsafe condition, the Client has a history of not paying or frequent last-minute cancellations, the job requested is beyond the scope of what the Company offers, or there are health and safety concerns for our staff. In such cases, the Company will inform the Client of the refusal and refund any payment or deposit for that booking.

To cancel or reschedule, the Client should use the Company's contact details in Section 14. Cancellations are effective from the time the Company receives the notice. The Client is advised to obtain confirmation of cancellation from the Company (for example, an email reply) for their records.

7. Access to Property

The Client is responsible for providing the Company's cleaning operatives with the necessary access to the property to perform the cleaning services at the scheduled time. The following conditions apply to access:

- **Presence or Key Provision:** The Client can fulfill the access requirement in one of two main ways: (a) The Client (or the Client's designated representative, such as a friend, neighbor, receptionist, or agent) is present at the property at the agreed start time to let the cleaners in (and out after the job), OR (b) The Client provides the Company with means of entry ahead of the appointment, such as a set of keys, entry codes, security fob, or arrangements to pick up a key from a nearby location. The method of access should be arranged with the Company in advance of the service date.
- **Keys and Security Devices:** If keys or security passes are entrusted to the Company, we will take all reasonable care to keep them secure. Keys will be stored securely when not in use and will not be marked with the full address (to minimize risk in case of loss). Keys will only be used for the purposes of fulfilling scheduled services for the Client. The Company will return any keys or passes to the Client upon request or at the end of a service agreement. (The Client should acknowledge receipt of returned keys in writing for clarity.) If the Company is asked to pick up or drop off keys at a separate location or to a third party, this must be agreed in advance and may incur a small additional charge to cover time and travel (the Company will inform the Client of any such charge beforehand).
- **Alarms and Security Systems:** The Client should inform the Company of any alarm systems or security arrangements that could affect access. If the property has a burglar alarm, the Client should set it to an off mode or provide the alarm code and instructions for disarming/arming to the Company prior to the service. The Company's staff will follow the Client's instructions to ensure the property is left securely (alarm re-activated, doors locked, etc.) after the cleaning. If the alarm is monitored or has special instructions (e.g. contact a security company upon entry), the Client must clearly communicate this. The Company will not be liable for alarm activations or related police/security responses if correct information was not provided.
- **Parking and Building Access:** The Client shall arrange for any necessary vehicle access for the cleaning team. If the property is in a location with restricted parking or gated entry, the Client should secure permission or permits for the Company's vehicle. For example, if a parking permit or visitor pass is required in the Client's street or building, the Client should provide this permit or arrange for the Company to obtain one on arrival. If paid parking is the only option, the Client will be responsible for covering the parking fee, which may be added to the invoice at cost (unless the fee is minimal or the Company decides to waive it). The Client should also ensure the path to entry is clear and any concierge or building security is informed of the scheduled service to avoid delays.
- **Utilities and Facilities:** The Client must ensure that the property has running water and electricity on the day of the service, as these

are essential for cleaning. Adequate lighting and, during colder months, heating at a minimum level should be available so that the cleaners can work effectively. If the property's utilities are not in service (e.g. water turned off, no power) and this prevents the cleaning from being performed, the Company will treat this as a client cancellation (because the service cannot be completed) and the terms of Section 6 (late cancellation) may apply.

- **Obstructions and Safety:** The Client should make sure that the areas to be cleaned are accessible. If certain rooms or areas are locked or blocked, the Client should mention this when scheduling, or ensure they are unlocked on the day. If the cleaners are expected to clean interior windows or other areas behind heavy furniture or appliances, the Client should either move those items beforehand or authorize the cleaners to carefully move them (see Section 8 on Client Responsibilities regarding moving furniture). However, extremely heavy or fixed items (pianos, large cabinets, refrigerators, etc.) will not be moved by the cleaners due to safety and potential damage; the Client should arrange access behind/under such items if deep cleaning there is required.

- **Client Absent During Service:** It is not required for the Client to remain at the property during the cleaning (especially for long jobs). If the Client chooses to leave while the team works, that is acceptable, provided access was arranged. However, we recommend that new residential Clients, if possible, be present at the start to walk the team through any specifics, and/or at the end of the cleaning to inspect the work together (see Section 9 on Satisfaction Guarantee). If the Client cannot be present for the final walkthrough, then the cleaners' assessment of completion will be deemed accurate, and any issues must be raised as per Section 9 after the fact.

- **Lock-Up and Securing Property:** The Company's operatives will ensure that, if they are the last to leave the Client's premises, all doors and windows are closed/locked, and alarms reset (according to provided instructions). If the Client has any special lock-up instructions, these should be communicated in advance. The Company is not liable for any loss or damage arising from following the Client's specific instructions on securing the property (for example, if the Client requests a door be left unlocked for some reason).

By adhering to the above, the Client can help ensure the cleaning service proceeds smoothly. Failure to comply with these access provisions may lead to delays or cancellation fees as outlined in Section 6.

8. Client Responsibilities

To enable the Company to provide an efficient and high-quality service, the Client has certain responsibilities. By booking our services, the Client agrees to:

- **Accurate Information:** Provide truthful, complete, and accurate information to the Company regarding the cleaning requirements, property specifications, and any relevant circumstances. This includes disclosing the true size of the property (number of rooms, levels, etc.), the

general condition (for example, if especially dirty or cluttered), and any specific tasks expected. If there are particular areas of concern or priorities, the Client should communicate these clearly (preferably in writing or in the booking details). Misrepresentation of the work scope or condition may lead to adjusted pricing or extended cleaning times (see Sections 4 and 5).

- **Pre-Clean Preparation:** Perform any minor preparation tasks that will help the cleaners work effectively. While the Client is not expected to “clean before the cleaners,” it is helpful to tidy up clutter or personal items that might obstruct surfaces that need cleaning. For instance, pick up clothes, toys, or personal belongings from floors or surfaces that are to be cleaned. Ensure that dishes are either washed or out of the way if kitchen cleaning is expected (unless dishwashing is part of the agreed service). This enables the cleaners to focus on actual cleaning tasks rather than organization. The Company is not responsible for sorting or organizing personal belongings, and excessive clutter may prevent certain areas from being cleaned.

- **Fragile and Valuable Items:** Remove or secure any fragile, delicate, breakable, or irreplaceable items in the areas to be cleaned. This includes items of sentimental or high monetary value (vases, collectibles, art, heirlooms, etc.), as well as easily damaged items like glass figurines or electronics. If such items cannot be removed, the Client must explicitly inform the Company and point them out to the cleaning team with instructions on special care. The Company’s staff will take usual care, but cannot be responsible for accidental damage to items that were not properly secured or disclosed as fragile. (See Section 10 regarding limitation of liability for such items.)

- **Special Surface Instructions:** If any surface or appliance in the property requires a particular cleaning method or product (for example, a special type of countertop that can only tolerate certain cleaners, or an antique piece of furniture that should not be touched), the Client must inform the Company in advance. The Client should provide specific instructions or even the appropriate cleaning product if necessary. In the absence of instructions, the Company will use standard cleaning methods and products suitable for the type of surface, and will not be liable for damage if a reasonable, industry-standard method is applied in good faith.

- **Utilities and Climate:** Ensure that water, electricity, and adequate lighting are available at the property during the cleaning appointment (as mentioned in Section 7). If it’s winter or a cold day, having some heating on is appreciated so that the cleaners can work comfortably (particularly if they will be cleaning in water). If any utility is not available, inform the Company ahead of time so we can reschedule or make special arrangements; otherwise the service may not be possible and could be treated as a late cancellation.

- **Safe Working Environment:** Provide a safe environment for the cleaning staff to operate. This means:

- Ensuring any known hazards are addressed or communicated. For example, if there is a loose floorboard, exposed wiring, a slippery area, or any potentially dangerous condition on the premises, the Client must warn the Company/cleaners in advance.

- Securing any pets that might impede the work or pose a risk. The Client should contain or supervise pets during the cleaning to prevent them from interfering with the cleaning process or potentially being accidentally let out of the property. (The noise of vacuums or presence of strangers can distress some pets, so it's best they are in a safe room or with the owner.) The Company is not liable for pets escaping or any incident involving pets if they were not properly secured as advised.
- Not asking or expecting the cleaners to perform any illegal or unsafe tasks. For example, the cleaners should not be asked to climb on unsecured ladders or roofs, lift extremely heavy objects, or handle hazardous substances (like asbestos, needles, animal waste, etc.) unless explicitly agreed as part of a specialized service with proper equipment.
- Cleaning Equipment and Supplies: The Company will typically provide its own cleaning products and equipment (vacuum, mop, cleaning solutions, cloths, etc.). If the Client prefers or requires the use of their own supplies (for instance, using a specific eco-friendly product or a vacuum that is kept on-site), the Client should inform the Company beforehand and have those supplies readily available for the cleaners. The Client is responsible for ensuring any Client-provided equipment is safe and in working order. The Company is not responsible for any damage caused by faulty equipment provided by the Client, nor for any outcomes that are less satisfactory due to the use of a specific product at the Client's insistence.
- Bathrooms and Toilets: While the Company will thoroughly clean these fixtures, the Client should ensure that any extremely unsanitary conditions (e.g. excessive mold, sewage backups, human or animal waste) are communicated in advance. Additional charges or special arrangements might be necessary for hazardous cleaning tasks that go beyond normal dirt and grime.
- Heating/Air Conditioning Systems: If filters or HVAC cleaning is expected, that should be discussed in advance. Otherwise, cleaners will dust exterior vents but will not disassemble systems.
- During Service – Cooperation: If the Client is present during the service, they should give the cleaners space to work, yet remain available if the team needs to clarify instructions or if the Client wants to periodically check progress. We request that Clients treat the cleaning staff with respect and courtesy. Any form of harassment, abuse (verbal or physical), or discrimination towards our personnel will not be tolerated and may result in immediate termination of the service and contract, without refund.
- Post-Service Inspection: It is highly recommended that the Client (or the Client's representative) conduct a walkthrough with the cleaning supervisor or team at the completion of the job. This allows the Client to review the work done and point out any areas that may need additional attention while the team is still on-site. The Company encourages this practice to ensure satisfaction (see Section 9). If the Client or their representative is not available for a final inspection immediately after service, then the Client should inspect the work as soon as possible (within the 24-hour complaint window under Section 9) and communicate

any concerns promptly.

- **No Solicitation of Staff:** (See Section 11 also.) The Client should not solicit, hire, or engage any of the Company's cleaners for private work outside of their contract with the Company, without the Company's prior consent. This means the Client should not directly offer side jobs or future cleaning arrangements to the individual staff members independently of the Company. All bookings should be made through the Company. Engaging cleaners "off-contract" not only breaches this agreement but can also invalidate insurance coverage for the service.

By fulfilling these responsibilities, the Client helps ensure that the service can be performed efficiently, safely, and to a high standard. Failure by the Client to meet these obligations may limit the Company's ability to deliver the expected results and can affect the applicability of the Satisfaction Guarantee (Section 9) or the Company's liability for any issues (Section 10).

9. Satisfaction Guarantee / Re-Clean Policy

The Company is committed to delivering services to the Client's satisfaction. In the event the Client is not fully satisfied with any aspect of the cleaning service provided, the following policy applies:

- **Reporting Issues:** The Client must inform the Company of any issues, deficiencies, or areas of dissatisfaction with the service within 24 hours after the service completion. This can be done by phone or email (email is preferred for clear documentation). Prompt notification is crucial because cleaning is a time-sensitive service – conditions can change after the cleaning (new dust settles, new messes occur, etc.), and it's important to distinguish between issues caused by inadequate cleaning versus those arising later. If the Client does not report any problems within 24 hours of the service, the service will be deemed to have been provided to the Client's satisfaction. However, the Company may still address complaints made later than 24 hours at its discretion; they just won't be covered by the guarantee.

- **Re-Clean Offer:** For any valid complaint about the quality or completeness of the cleaning that is reported in a timely manner, the Company will offer to send a cleaning team back to the property to re-clean the specific areas or items that the Client is dissatisfied with, at no additional cost to the Client. This re-clean will be scheduled as soon as possible at a time agreed with the Client (typically within the next 1-2 days, depending on urgency and availability). The Company's aim is to correct the issue and achieve the Client's satisfaction with the outcome.

- **Conditions of the Guarantee:** The Satisfaction Guarantee and free re-clean service are provided with the following reasonable conditions:

- The reported issue must pertain to the original cleaning scope that was agreed and paid for. The guarantee does not cover new requests or additional areas that were not part of the original job. (For example, if the original service did not include cleaning the inside of an oven and the Client later wants that done, that would not fall under a "re-clean" of missed work; it would be an additional service.)

- The property conditions should be the same as at the time of the original service. The Client should not wait days or weeks, during which the property may get dirty again, and then claim the cleaning was not done properly. Similarly, if after our service someone else (e.g. tenants, guests, contractors) has entered the property and caused mess or damage, the guarantee will not apply to those new issues. The re-clean is only to fix shortcomings of the original cleaning, not to address new dirt or mess that appeared after our team left.
- The Client must provide access for the re-clean appointment under the same conditions as the original (see Section 7 on access). If the Client cannot accommodate a re-clean visit or does not wish for a re-clean, the Company may consider other resolutions, but the default remedy under this guarantee is to re-clean, not to refund.
- The Client should not have already attempted to clean the disputed areas or hired a third party to do so. If the Client or someone else has already intervened and tried to fix the issue, it can be difficult to determine the original state and the Company may consider the guarantee void for that issue. (For example, if the Client claims a floor was not mopped properly but then re-mops it themselves before our inspection, we cannot assess the original work.) We kindly ask Clients to allow us to make it right rather than fixing it themselves first.
- When the Company sends a team for a re-clean, the Client (or a representative) should inspect the work during or immediately after the re-clean is done. If there are still any concerns, they should be raised on the spot if possible, so that they can be addressed. The Company strives for “complete satisfaction,” and we interpret that as leaving the site with the Client happy with the result.
- Limitations: The Satisfaction Guarantee covers the quality of cleaning work. It does not cover inherent issues or wear-and-tear in the property that cleaning cannot resolve. For example, the Company cannot guarantee removal of 100% of stains (some stains may be permanent if they have set in or if removing them would damage the surface/fabric), nor can we guarantee restoration of damaged or heavily worn surfaces to “like new” condition. Our guarantee is that we will clean to the best of our ability; if something cannot be cleaned with reasonable effort or normal cleaning methods, that in itself is not a failure of service. The Company will communicate if certain expected outcomes are not achievable (e.g. limescale that has hardened permanently on old fixtures, ingrained dirt in old carpets, etc.).
- No Cost for Re-Clean & No Refund Policy: If the Company acknowledges an error or shortcoming in its service, the remedy will be to redo the work or correct the mistake promptly at no charge. Cash or credit refunds are generally not offered for service issues if a re-clean can be performed. By agreeing to these Terms, the Client accepts that a re-clean is the appropriate remedy for unsatisfactory service. In the unlikely event that a problem cannot be resolved with a re-clean or other corrective action, any consideration of a partial or full refund will be at the Company’s sole discretion.
- Complaints Procedure: All complaints will be handled courteously and promptly. The Company will maintain a record of complaints and resolutions. If the Client has an ongoing contract and repeatedly faces

issues, the Company will work with the Client to adjust the service (or personnel) to better meet expectations. Communication is key; the Company encourages Clients to give feedback—both positive and negative—so we can continuously improve.

This Satisfaction Guarantee is provided to give Clients peace of mind. The Company's reputation is built on quality service, and we will make every reasonable effort to ensure each Client is satisfied by the completion of the job. However, if the Client fails to avail themselves of the re-clean opportunity or does not adhere to the conditions above, the Company shall be deemed to have fulfilled its obligations and any further service or compensation would be at the Company's discretion.

10. Liability and Insurance

While the Company strives to operate with the utmost care, it is important to outline how liability is handled in the event of accidents, damages, or losses during the provision of cleaning services. The Company is insured and takes responsibility for its actions to the extent described below:

- **Insurance Coverage:** The Company confirms that it holds appropriate insurance policies to cover its cleaning operations. This includes Public Liability Insurance (to cover accidental damage to property or injury to persons arising from our work, subject to policy terms and limits) and Employer's Liability Insurance (covering our staff while working). Details of coverage can be provided to the Client upon request. Typically, the Company's public liability insurance covers accidental damage or loss to Client property up to a substantial limit (e.g. £1 million or more), and may include specific coverages such as Treatment Risk (damage caused directly by cleaning processes) and Fidelity Bonding (against theft by an employee). Note: There may be an excess (deductible) on claims (for example, the first £50 or £100 of any claim may not be covered by insurance, which the Company cannot recover from the insurer). The Company's liability to the Client may be limited to such excess in minor cases, as discussed below.

- **Accidental Damage to Property:** If a member of the Company's staff accidentally damages the Client's property during the cleaning service, the Client must notify the Company as soon as possible, and in any event within 48 hours of the incident (or of discovering the damage). The Company will then investigate the incident. If the damage is verified to have been caused by our staff and the Company is at fault, the Company will, at its discretion, repair the damage, replace the item, or provide an appropriate compensation to the Client. The Company may choose to file an insurance claim for larger losses or handle smaller damages directly. The Client may be asked to provide evidence (such as photographs of the damage, or the item in question for inspection). In all cases, the Company's liability for property damage is limited by the following:

- If an item is repairable, the Company will arrange or pay for the repair (to as close to original condition as possible).
- If an item is broken or rendered unusable, the Company may opt to

replace it with an identical or similar item, or compensate the Client for its current market value (taking into account age and depreciation, not the original purchase price or sentimental value).

- The Company will not be liable for any damage caused by the inherent condition of the item itself or pre-existing issues (for example, if an item was already cracked, loosely attached, or has fragile/aged components that fail under normal cleaning). Similarly, delicate items that are cleaned at the Client's request despite recommended special handling (e.g. an old painting or a lampshade that is not colorfast) are cleaned at the Client's risk, unless the Company explicitly agreed to assume responsibility in writing.

- Exclusions of Liability: Except as expressly provided in these Terms, the Company shall not be liable for:

- Consequential or Indirect Losses: This includes any indirect losses or expenses suffered by the Client, such as loss of profit, loss of earnings, loss of business opportunities, loss of use of property, alternative accommodation costs, or any other consequential or economic loss arising out of or in connection with the cleaning services or any delay/failure in providing the services. For example, if a cleaning is delayed or not done to standard and this causes the Client inconvenience or a financial penalty (like a landlord withholding part of a tenant's deposit), the Company's liability does not extend to those indirect consequences—our responsibility is limited to re-cleaning or at most refunding the cost of the service itself as per Section 9.

- Items of High Value or Delicate Nature: The Company shall not be liable for the loss or damage of cash, jewelry, art, antiques, or other valuables unless such items were specifically declared and entrusted to the Company's care for cleaning (which is unusual for a cleaning scenario). The Client is expected to secure valuables as per Section 8. In any case, the Company's liability for any single item is limited (see limits below).

- Pre-existing Conditions: Any damage or issues that already existed in the property or with belongings before the cleaner's arrival (the Company may document existing damages at the start of a job as needed). For instance, if a shelf is already unstable and it falls during cleaning, or an appliance that is already faulty malfunctions while our staff are using it, the Company is not responsible for those underlying issues.

- Use of Client's Equipment: If the Client requests that our staff use the Client's own equipment or cleaning solutions (instead of the Company's), the Company will not be liable for any damage or poor result caused by those items. For example, if a Client's vacuum cleaner malfunctions and causes damage, or a cleaning agent provided by the Client damages a surface, the risk lies with the Client.

- Unforeseeable Events: Any failure or delay in performance by the Company that results from events or circumstances beyond our reasonable control (force majeure). This includes, but is not limited to: extreme weather events, floods, fires, pandemics, acts of God, strikes or labor disputes, war, terrorism, civil disturbances, governmental restrictions, accidents or road closures that prevent our team from arriving, sudden illness or injury of staff (with no timely replacement available), etc.

In such cases, the Company will not be liable for any loss or damage suffered by the Client due to the incomplete or delayed service, but the Company will communicate and make efforts to reschedule or otherwise mitigate the situation (see Section 6 on Company cancellations).

- **Maximum Liability:** To the fullest extent permitted by law, the total liability of the Company (including its employees and agents) to the Client for any and all claims, losses, or damages arising out of or in connection with the provision of services, whether in contract, tort (including negligence), breach of statutory duty or otherwise, shall not exceed the lesser of: (a) the total amount paid or payable by the Client for the specific service in question, or (b) £5,000 (five thousand pounds). This limitation applies to any single event or series of connected events. However, this limitation does not apply to liabilities that cannot legally be limited or excluded (see next point).

- **Non-Excludable Liability:** Nothing in these Terms shall limit or exclude the Company's liability for death or personal injury caused by the Company's negligence, or for fraud or fraudulent misrepresentation, or any other liability which cannot be excluded or limited under applicable law. For example, under UK law, liability for causing death by negligence cannot be waived by any contract. Similarly, the Company does not seek to limit liability for its own willful misconduct or theft by its employees – such acts, if proven, would be fully the Company's responsibility.

- **Items Missed or Lost:** The Company is not responsible for any item that the Client claims is missing after our visit unless there is clear evidence to support that the item was taken or lost due to our staff's actions. Our staff are instructed not to touch personal items they don't need to move for cleaning. In the unlikely event the Client suspects theft or accidental disposal of an item by our staff, the Client should notify the Company and the police if appropriate, as soon as possible. The Company will cooperate with any investigation. The Company's insurance may have Fidelity cover which can compensate proven theft by employees, but absent proof, the Company cannot compensate for alleged missing items. Clients are advised to keep small valuables out of the way or secured.

- **Injury or Accident:** The Client is not liable for injuries that cleaners might sustain on the job, except to the extent that such injury is due to negligence on the part of the Client (for example, failure to warn of a known hazard). The Company's employees are covered by our insurance for work-related injuries. Conversely, the Company's liability for any injury to the Client or occupants of the property caused by our action will be covered by our public liability insurance (e.g. if a wet floor we left caused a slip – though we use warning signs where possible). Both parties should have a duty of care toward each other's safety.

- **Third Party Claims:** The Company shall not be responsible for any claims or damages arising out of services arranged by the Client with a third-party cleaner or cleaning company, even if the Client got their reference through the Company (for instance, if we are fully booked and refer an independent cleaner to the Client, any contract is strictly between the Client and that third party). The Company's liability

extends only to services we directly provide under these Terms.

In summary, the Company will take responsibility for things within our control and for our proven mistakes, but we will not assume liability for circumstances beyond our control, pre-existing issues, or indirect losses. The Client is encouraged to have their own insurance for general household risks, and to notify us promptly of any problems. Any compensation provided by the Company (whether repair, re-clean, or monetary) shall be seen as a goodwill gesture and full settlement of the matter, unless further legal liability is established.

11. Subcontractors and Personnel

The quality and reliability of our cleaning staff are critical to our service. This section describes the Company's policies regarding its personnel and the use of subcontractors, as well as certain restrictions on the Client with respect to hiring our staff directly:

- **Assignment of Staff:** The Company reserves the right to determine which of its employees or subcontractors will carry out the cleaning service for the Client. The Company may send an individual cleaner or a team, depending on the service requirements and scheduling optimization. The Company will strive for consistency (e.g. the same cleaner for each visit of a regular domestic cleaning schedule) but cannot guarantee that the same personnel will attend every session. Personnel changes may occur due to staff availability, illness, holidays, or performance management. The Company will ensure that any replacement staff are adequately briefed on the Client's premises and requirements.
- **Use of Subcontractors:** The Company may, at its discretion, use vetted third-party subcontractors or independent contractors to perform the services, particularly for specialized tasks or in peak times. If subcontractors are used, the Company remains responsible for the quality of their work and for paying them. The Client will not be charged extra fees for subcontracted services beyond the agreed quote (unless additional work is requested by Client). The Client does not have to separately contract with any subcontractor – the Company manages all arrangements. All individuals or companies engaged as subcontractors by Solid Clean Ltd are required to adhere to these Terms and to the Company's standards of service, confidentiality, and professionalism.
- **Staff Vetting and Training:** The Company ensures that all its cleaning operatives (whether employees or regular subcontractors) are subject to reference checks and, where appropriate, background checks. Staff are trained in proper cleaning techniques, use of the Company's equipment, and are informed of health and safety practices. The Company supervises or audits work periodically to maintain standards. If a Client has a concern about the behavior or performance of any staff member, they should contact the Company immediately to resolve the issue (for example, the Company can replace the staff member on future assignments if warranted).
- **No Direct Employment or Solicitation:** The Client agrees not to solicit or offer employment (or any form of contract work) to any cleaner or staff member introduced or supplied by the Company, during

the provision of services and for a period of 6 months after the last service provided by that staff member under the Client's contract with the Company. In other words, the Client shall not engage or hire any of the Company's personnel for private cleaning jobs or any other work, independent of the Company. This non-solicitation clause is crucial to protect the Company's business interests and investment in training/personnel. If the Client is interested in hiring a cleaner for additional or private work, they should route the request through the Company.

- **Introduction/Recruitment Fee:** In the event that the Client breaches the above clause and engages a Company cleaner directly (outside of the Company's services), the Client agrees that the Company shall be entitled to claim a fee as compensation, which could be, for example, a sum equivalent to 50% of the annualized contract value of that cleaner's services or a fixed fee of, say, £500 (whichever may be greater), as a reasonable estimate of the cost the Company incurred in recruiting and training that staff member and the loss of business. The Company also reserves the right to seek legal remedies for breach of this clause. (This clause does not intend to punish the Client, but rather to deter circumvention of the Company which could undermine our ability to provide services at agreed rates.)

- **Supervision and Control:** All cleaning operatives provided to the Client are under the management and direction of the Company. The Client is asked not to supervise the cleaners as if they were their own employees, but rather to communicate requests or feedback through the Company's office when possible. Of course, it is fine to give on-site guidance about tasks priorities or point out things directly to the cleaner, but the overall instruction and any changes in scope should go through the Company to ensure proper logging and agreement on any price/time impact.

- **Replacement of Personnel:** If the Client has a significant issue with a particular cleaner (e.g. personality clash, trust concerns, or consistently subpar work), the Client should inform the Company. The Company will review the situation and can assign a different cleaner or team to the Client's services if reasonably possible. The Client understands that immediate replacements may not be available on the spot (especially if a cleaner leaves mid-job), but the Company will address persistent issues by adjusting personnel for future bookings. The Company values feedback on its staff and aims to match Clients with suitable personnel.

- **Subcontractor Identification:** If asked, the Company will inform the Client whether a given individual is an employee or subcontractor of the Company. In either case, they will present themselves as representing Solid Clean Ltd and will follow our protocols.

- **Uniforms/ID:** Cleaners will typically wear a Company uniform or present a Company identification badge where available, especially for commercial on-site services, so that they are identifiable. If the service is in a setting that requires check-in (e.g. at a commercial building's reception), our staff will comply with those procedures.

This section ensures that the Client receives services from legitimate

and reliable personnel and protects both parties from potential issues related to labor or poaching of staff. The Client's cooperation with these provisions is appreciated and helps maintain a steady service relationship.

12. Changes to Terms

The Company may update or modify these Terms and Conditions from time to time. This section explains how changes will be handled and the binding nature of the Terms:

- **Right to Modify:** The Company reserves the right to amend, update, or add to these Terms at its sole discretion, for example to reflect changes in laws, business practices, or services offered. The most current version of the Terms will be available on the Company's website (or provided to the Client upon request).
- **Notification of Changes:** For one-off service clients, any changes to the Terms will generally apply to any new booking made after the revised Terms are published. For clients under a regular service agreement or ongoing contract, the Company will endeavor to inform the Client of significant changes to the Terms that would materially affect the Client's rights or obligations. Notification may be given via email or in writing, or by directing the Client to the updated Terms on the website. Minor editorial changes or clarifications that do not substantially affect the Client will typically not be specially notified.
- **Client's Acceptance of Changes:** If the Client has a booking or ongoing contract and finds the updated Terms unacceptable, they should inform the Company in writing within 14 days of being informed of the changes. The Company will then discuss any concerns and see if an accommodation is possible. If not, the Client may have the option to terminate the service (if an ongoing contract) under the original Terms. If the Client does not object to the changes within that period and/or continues to use the services, the Client will be deemed to have accepted the new Terms for all future services.
- **No Other Amendments:** Apart from changes made by the Company as above, these Terms shall not be modified or amended except with a written agreement signed by both the Client and an authorized representative of the Company. In particular, any terms or conditions that the Client may purport to add (for example, terms in a purchase order or handwritten changes on a work order) will not be binding on the Company unless expressly agreed to in writing by the Company.
- **Severability:** If any provision of these Terms is found by a court or other competent authority to be illegal, invalid, or unenforceable, that provision shall be severed from the rest of the Terms. The remainder of the Terms shall remain in full force and effect. The parties shall endeavor to replace any invalid provision with a valid one that closest matches the intent of the original.
- **No Waiver:** If the Company fails to insist on strict performance of any obligation under these Terms, or fails to exercise any right or remedy to which it is entitled, this shall not constitute a waiver of such right or remedy and shall not relieve the Client from compliance

with such obligations. A waiver by the Company of any default shall not constitute a waiver of any subsequent default.

- Entire Agreement: These Terms, together with any specific agreement (like a quote or contract document) that references them, form the entire agreement between the Client and the Company with respect to the provision of services. The Client acknowledges that they have not relied on any statement, promise, or representation that is not expressly set out in these Terms or written in the service agreement. (This clause does not exclude liability for fraud or fraudulent misrepresentation.)

- Third-Party Rights: A person or entity who is not a party to the agreement between the Client and Company (for example, a landlord or a property tenant who is not the contracting Client) shall have no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this agreement. This agreement is made solely for the benefit of the contracting Client and the Company. (This does not affect any legal rights or remedies of third parties which exist outside that Act.)

The Client should feel free to request a copy of the latest Terms at any time or download them from the Company's website to stay informed. The Company values transparency and will always act in good faith when updating terms, with consideration of our clients' interests as well as our business requirements.

13. Governing Law and Jurisdiction

This agreement (the Terms and any associated contract or Service Agreement between the Company and Client) shall be governed by and construed in accordance with the laws of England and Wales. This choice of law is made regardless of the location of the property where services are provided (even if, for example, cleaning takes place in Scotland or Northern Ireland, the intent is that English law would still apply to the contractual aspects of the service).

In the event of any dispute, claim, or controversy arising out of or relating to these Terms or the provision of services by the Company to the Client, both parties agree to submit to the exclusive jurisdiction of the courts of England and Wales. This means that if either the Client or the Company wishes to pursue legal action against the other in relation to the services or Terms, such action must be brought in the appropriate courts of England and Wales (normally, the English county courts or High Court, depending on the claim value).

By agreeing to exclusive jurisdiction, both the Client and the Company waive any right to argue that proceedings should be brought in any other forum or under any other law (to the extent such a waiver is permissible under law).

Please note:

- If the Client is a consumer residing in Scotland or Northern Ireland, consumer protection laws might allow them to also bring an action in their home jurisdiction's courts. These Terms do not override any

non-excludable rights. However, the governing law would still be English law unless otherwise required by statutory rights.

- The above clause does not prevent the Company from seeking interim relief (such as an injunction or debt recovery order) in any jurisdiction if necessary to protect its rights, but the primary proceedings on the merits shall be in England and Wales.

14. Contact Information

The Client can contact Solid Clean Ltd for any reason – whether it's to inquire about services, make a booking, send a notice of cancellation, or raise a concern. Below are the primary contact details (as also listed in Section 2):

Solid Clean Ltd – Contact Details

- Registered Office / Mailing Address: Hedgerows House, 51 Schoolgate Drive, Morden, SM4 5DP, United Kingdom.
- Email: info@solidcleanltd.com
- Telephone: 020 3633 5119

Office Hours: Our administrative office is generally open [you may specify hours, e.g. Monday to Friday, 9:00 am to 6:00 pm] to take calls and respond to emails. Messages received outside of office hours will be returned as soon as possible the next working day. (Cleaning services can be scheduled outside office hours by arrangement, but booking queries are handled during office times.)

For formal written communications (such as a notice to terminate regular services or a legal notice), the Client is advised to send it in writing to the registered office address or via email with delivery/read receipt requested.

If the Client has any questions about these Terms or any aspect of our services, we encourage them to get in touch. Solid Clean Ltd is committed to clarity and fairness in our dealings. By maintaining open communication, we aim to build a trusting relationship with all our clients.

Last updated: April 3, 2025. These Terms and Conditions supersede any previous terms issued by the Company. By using our services, you confirm that you have read, understood, and agreed to these Terms. Thank you for choosing Solid Clean Ltd for your cleaning needs. We look forward to providing you with a clean and solid experience!