



Professional Domestic Assistance

Terms and Conditions

MY GUARANTEE

If you are not completely happy with my service, then please tell me within 24 hours in order that I may remedy the situation.

My Credentials

- I am CRB enhanced checked and fully insured¹.
- I am self employed and I am responsible for my own national insurance contribution
- I do not smoke and will not eat in your home. I will, however drink water whilst completing lengthy physical jobs.
- My working practices are intended to ensure that I comply with all applicable health and safety legislation.

My bespoke Maid Service

- My 'thorough' clean will involve the thorough top to bottom dusting, wiping, vacuuming and mopping of all rooms. Bathrooms and Kitchens will be thoroughly cleansed.
- My 'quick clean' involves the dusting and/or wiping of horizontal surfaces and the vacuuming and/or mopping of floors.
- I can plan for designated rooms to be cleaned on a 'quick clean' basis and then at agreed intervals receive a 'thorough clean'.
- Certain tasks, such as the pulling out of beds and sofas (where appropriate) and the wiping down of certain tiled areas, can be completed on a rota basis. Please advise if you require any rota items completing on a clean.
- Interior windows can be cleaned on a rota basis, however, if required I will clean them all at once.
- I can plan your service so that I do specific tasks. I can do all the heavy cleaning or provide a more 'housekeeping' role such as washing, change bedding, general tidying a 'helping hand'.
- I can provide an onsite ironing service.
- I am happy to work with you in prioritising the areas I clean, so that you get the maximum benefit from my time and services.
- I prefer to work to your list of cleaning requirements or a Cleaning Schedule; I complete a template schedule during my appraisal visit.
- I do not provide all the cleaning equipment and supplies, I will use your equipment and supplies (this ensures you get the fragrances you want and avoids allergy issues), although I will carry backup supplies in case required. Extra supplies will be billable.
- I will arrive on an agreed date and will specify a time.
- Bookings are made by the hour and I will do everything possible to complete the agreed tasks within the contracted time, but will advise if & why I was unable to do so.
- My minimum service period is only 1 hour. Bookings can be made for the minimum period plus increments of ½ hours thereafter.

Customer Care

- I want to keep in regular contact with you in order to ensure that you get the best possible service Please feel free to contact us by telephone or through my website / e-mail.
- Bleach and abrasive products are only used at the customer's request and risk.

My Charges

- You pay on the day the service is done. Please leave a cheque or the correct cash for me. Please make cheques payable to Kay Bush. The current hourly rate is £12, with minimum 1 hour billing per attendance, billable units thereafter are in 15 minute intervals.

Mrs Kay Bush, T/A Maid2Aid –, 4 Birch Grove, Whitehill, Hampshire, GU35 9DG
Tel: 07523 733 946 e-mail: kay@maid2aid.co.uk www.maid2aid.co.uk



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Special Circumstances

- Special requests for additional services should be made 2 days before a service day. This ensures that these can be provided and payment agreed. However, I may be able to accommodate these on the service day. Please leave a note and I will invoice you accordingly.
- If your scheduled service day falls on a public holiday, then this clean will be cancelled and you should contact me to re-arrange an alternative date.
- I will treat your home with the greatest of care. Please inform me of any items that are irreplaceable, so that I can make special arrangements for their care.

Your Obligations

- To provide a safe working environment for me, e.g. safe electrical appliances, securely fixed wardrobes, cupboards, shelves etc.
- To pay promptly for all cleaning hours provided.
- Please ensure that access is provided. Otherwise I am obliged to charge you.
- I can devote more of my time in providing you with the best of my professional services should you spend a few moments tidying before I arrive.

Cancellations

- Please contact me, giving me at least 3 full working days notice if you do not want a particular clean or are on holiday. Cancellations for individual cleans require 3 full working days notice in order to re-schedule and avoid having to charge you.

¹Insurance

- I am fully insured for public liability.
- My accidental damage insurance is subject to an excess of £250 and excludes damage caused by the use of abrasive products or the use and spillage of bleach. I do not provide cover for accidental damage for the first £250 of any loss. Please make your own insurance arrangements for the excess.
- I will endeavour to treat your home and possessions with the greatest care.

Data Protection

Data Protection Act: By providing me with the information "Customer Record" you consent to me obtaining (whether from you or from others), holding and using personal data about you in connection with the business of domestic cleaning services as specified above and overleaf for so long as may be reasonably required for my legitimate purposes.

I will use that information for communicating with you. I would only provide that information to third parties with a legitimate reason to receive it connection with your dealings (e.g. transferee of my business) with me or to such third parties as required by you or the law.

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