



# ACD Domestics

## Terms of Service

Last Updated: 15<sup>th</sup> November 2024

## **Introduction:**

ACD Domestic offers cleaning services for residential properties. Our services include, but are not limited to, general cleaning, deep cleaning, and specialised cleaning tasks

## **Terms of Service Agreement:**

By accepting the services of ACD Domestic, you acknowledge that you have read, understood, and agree to adhere to our Terms of Service. It is important to take a moment to review these terms thoroughly, as they outline your responsibilities as a client and the expectations associated with our services.

If you have any questions or require clarification regarding any of the terms, please do not hesitate to reach out to us before scheduling your cleaning service. Your understanding and compliance with these terms are essential in ensuring a smooth and satisfactory experience

## **Bookings and Cancellations:**

### **1. Booking:**

**1.1.** All bookings must be made in advance. Clients can book services via our website, email, or by phone. A confirmation will be sent upon successful booking.

### **2. Cancellation:**

We ask you to realize that when you forget your appointment or fail to cancel with enough notice in advance, we miss out on an opportunity to fill that time slot, and our standby clients miss the chance to receive our services. Since we realize that it is easy to forget an appointment made in advance, all our appointments are confirmed in advance. A cancellation fee will apply, and we will require you to provide this payment.

Less than 24 hours' notice will result in a fee of 100% of the reserved service price.

**2.1.** "No show" will likewise be charged 100% of the booked service price.

**2.2.** Cancellation of an appointment made within 24 hours prior will require at least 4 hours' notice. A failure to provide it will result in a fee equal to 100% of the reserved service cost.

**2.3.** Multiple services not cancelled at least 24 hours prior to the appointment will be charged 100% of the reserved services' cost. To schedule an appointment for multiple services, 100% of the total cost may be charged, and you'll be required to make payment.

The purpose of this cancellation policy is to enable us to inform our standby clients of any availability and keep our schedule filled, thus providing better service for each one of our established and future clients.

### **3. Payments:**

**3.1.1** All payments for goods and services provided by ACD Domestic are to be made via one of the following accepted methods:

- BACS (Bank Automated Clearing Services)
- Cash

**3.2.** Payments by BACS should be made to the designated bank account provided by ACD Domestic.

Customers must ensure that the full payment amount is received in the correct account and within the specified payment terms.

**3.3.** Cash payments may be made in person or any other location agreed upon in writing. Customers are required to obtain a receipt for any cash payments made.

**3.4.** ACD Domestic does not accept any of the following payment methods:

- Credit/debit cards
- Cheques
- PayPal
- Any other online payment systems unless otherwise specified and agreed upon by ACD Domestic.

**3.5.** If any invoice remains unpaid beyond the due date specified in the agreement or invoice, a late payment interest fee of 15% of the total invoice amount will be applied to the outstanding balance.



**3.6.** Interest will begin accruing on the day after the payment due date and will continue to accrue until full payment is received.

**3.7.** Interest charges are calculated daily and will be added to the outstanding amount daily.

**3.8.** In addition to the late payment interest fee, a 15% administration charge will be levied on the total outstanding invoice amount.

**3.9.** This charge is intended to cover administrative costs associated with managing overdue accounts, including follow-up communications and processing of late payments.

**3.10.** The administration charge will be applied to the total amount due, including any accrued interest, and will be due for payment alongside the original invoice and associated interest fees.

**3.11.** If any invoice remains unpaid for more than 7 days past the due date, the service provider reserves the right to suspend all services booked or scheduled until the outstanding balance, including any late payment interest fees and administration charges, is paid in full.

**3.12.** The suspension of services will not release the customer from the obligation to pay the outstanding balance.

**3.13.** Any service that is suspended due to non-payment will only be reinstated once full payment, including any additional fees, is received.

**3.14.** The service provider is not liable for any losses, damages, or disruptions to the customer's business or operations resulting from the suspension of services.

**3.15.** In the event of continued non-payment, the service provider reserves the right to initiate debt recovery procedures.

**3.16.** The customer agrees to bear all costs associated with the recovery of the overdue amount, including but not limited to legal fees, collection agency fees, and court costs.

**3.17.** Any debt recovery actions taken will be in accordance with applicable laws and may include reporting the overdue debt to credit rating agencies.

**3.18.** Payments should be made in full by the due date specified on the invoice.

**3.19.** Failure to make timely payment may result in the application of late payment interest fees, administration charges, suspension of services, and debt recovery actions as outlined in these terms.

**3.20.** The payment terms on each invoice are binding, and any deviations must be agreed upon in writing.

**3.21.** If there is a dispute regarding an invoice or any related charges, the customer must notify the service provider in writing within 7 days from the date of the invoice.

**3.22.** Failure to notify the service provider within this period will result in the invoice being considered valid and subject to the late payment fees and suspension of services as outlined in these terms.

#### **4. Client Responsibilities:**

**4.1.** Provide clear and accurate information regarding the property and any specific cleaning requirements. This includes the property address, access details, and any special instructions.

**4.2.** Clients must ensure that access to the property is unobstructed and available on the scheduled service date. If entry requires a key or code, please provide this information prior to the scheduled service. ACD Domestic is not responsible for any damage or loss if access is not provided.

**4.3.** Make payment for services rendered on time, according to the agreed-upon pricing and payment schedule. Late payments may incur additional fees.

**4.4.** Inform us in advance about any special requests or areas that need particular attention. We will do our best to accommodate your needs.

**4.5.** Secure or remove personal valuables, fragile items, and any irreplaceable items from the cleaning area. While we take precautions, we cannot be held responsible for any damage to items left in the cleaning space.

**4.6.** Notify us if there are pets on the premises and ensure they are secured or in a separate area during the cleaning. We are not responsible for any accidents or injuries involving pets.

**4.7.** Ensure that the property is safe. Clients should remove any hazardous materials or unsafe conditions from the premises before the scheduled cleaning.

**4.8.** Provide at least 24 hours' notice for cancellations or rescheduling to avoid any cancellation fees. Frequent rescheduling may affect future bookings.

**4.9.** If you have any concerns or feedback regarding our services, please contact us within 24 hours of your cleaning service to allow us to address your concerns.

## **5. Health and Safety:**

**5.1.** The cleaner reserves the right to refuse service if the work area is deemed unsafe or if health and safety protocols are not being met. In such cases, the Client will be notified, and no charges will be applied for the scheduled service.

**5.2.** Clients must inform of any health and safety risks present in the property, including but not limited to pets, allergens, or hazardous materials.

**5.3.** The Client agrees to waive any claims against the cleaner for injuries, damages, or losses resulting from hazards existing at the premises that were not disclosed or were not properly managed by the Client.

**5.4.** Clients are responsible for ensuring that their premises are safe and suitable for the services being performed. This includes maintaining a clean environment, ensuring adequate lighting, and addressing any hazardous conditions that might pose a risk to the cleaner's safety.

**5.5.** Clients must disclose any known hazards, including but not limited to Presence of pets that may pose a risk to the cleaner or other occupants. Areas that are slippery, cluttered, or otherwise unsafe. Allergens that may affect the cleaner's health. Any ongoing health issues or other considerations that may impact service delivery.

## **6. Liability:**

**6.1.** The cleaner agrees to provide cleaning services as outlined in the agreed service plan. Services may include, but are not limited to, general cleaning, dusting, vacuuming, mopping, and sanitizing surfaces.

**6.2.** The cleaner will use professional cleaning products and tools to complete the work. The client may request the use of specific products, but the cleaner is not responsible for any damage caused using products not provided by the cleaner or products specified by the client.

**6.3.** The cleaner will treat all information about the client's home or business as confidential. The cleaner will take care to secure the property during and after service. However, the cleaner is not liable for any theft or loss of property unless directly proven to be caused by the cleaner's actions.

**6.4.** The client may cancel or reschedule a cleaning service by providing at least 24 hours' notice. Failure to provide proper notice may result in a cancellation fee. The cleaner reserves the right to reschedule services in case of emergencies or unforeseen circumstances.

**6.5.** The cleaner is not liable for any failure to perform services due to causes beyond their control, including but not limited to natural disasters, power outages, or other emergencies.

**6.6.** The client agrees to provide access to the premises during scheduled cleaning times. The cleaner will not be held responsible for any delays or incomplete services due to lack of access to the premises.

**6.7.** The cleaner will take all reasonable care while performing cleaning services. However, the cleaner is not liable for the following:

**6.7.1.** Any pre-existing damage to furniture, surfaces, or personal items.

**6.7.2.** Damage caused by normal wear and tear during cleaning.

**6.7.3.** Damage resulting from the use of cleaning products or equipment requested by the client.

**6.7.4.** Loss of or damage to items that have not been properly secured or stored.

**6.8.** If breakages or damages occur during the cleaning service, the cleaner must notify the client immediately. The cleaner will offer compensation for any damages caused directly by negligence. Liability for damages is limited to the amount paid for the service in question.

**6.9.** The client agrees to indemnify and hold the cleaner harmless from any claims, damages, or liabilities arising out of the cleaner's performance of services, except where the cleaner is found to be grossly negligent or engaged in wilful misconduct.

## **7. Privacy Policy:**

**7.1.** We respect your privacy. Any personal information collected will be used solely for service delivery and will not be shared with third parties without your consent. Please refer to our [Privacy Policy](#) for more details.

## **8. Changes to Terms of Service:**

**8.1.** ACD Domesticcs reserves the right to modify or update these Terms of Service at any time. Any changes will be communicated to our clients through appropriate means, such as email notifications or updates on our website.

**8.2.** If you do not agree to the revised Terms of Service, you may discontinue your use of our services. It is important to understand that changes will not affect any existing services already booked prior to the update, unless they specifically pertain to ongoing agreements.

**8.3.** We recommend that you review our Terms of Service periodically to stay informed of any changes. Your continued use of our services after the effective date of any changes constitutes your acceptance of the new terms.

## **9. Governing Law:**

**9.1.** These Terms of Service are governed by and construed in accordance with the laws of England and Wales. Any disputes arising out of or connected with these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## **Contact Information:**

For any questions or concerns regarding these Terms of Service, please contact via:

Email: [support@acddomesticcs.co.uk](mailto:support@acddomesticcs.co.uk)