

# TERMS & CONDITIONS

- 1.** Sykes Cleaning Group Ltd (SCG) reserves the right to amend the initial quotation should the clients original requirements change.
- 2.** The client understands that the quote given includes what is stated on the SCG price list.
- 3.** The client understands that dependant on the package chosen products & equipment are the property of SCG.
- 4.** The client understands that there must be electrical power, hot water & working lights to undertake the cleaning service. If these are not provided then a call out charge of the usual price will still be charged.
- 5.** The client should give SCG a minimum of two weeks' notice will be needed to cancel the service anything less will still be charged.
- 6.** SCG if required will give a month's notice if we decided to cancel the service.
- 7.** SCG will not be responsible for triggering any alarm systems the client should provide any special instructions for deactivation/ activation for any security systems.
- 8.** The client understands that payment terms of all invoices is 21 days.
- 9.** Late payment charges will be charged at £15 per week.
- 10.** SCG will produce invoice on 1<sup>st</sup> of every month in arrears.
- 11.** Notice of suspension of service for overdue payments will be charged at full price.
- 12.** The client understands that public holidays are charged at time & half of hourly charge with the exception of Easter Sunday, Christmas Day, Boxing Day which will be double charged.
- 13.** Unsocial working times 10pm-5am is charged at time and half hourly rate.
- 14.** SCG will return the keys back to the client upon receipt of the final invoice which will be sent for immediate payment.
- 15.** The client understands that parking charges will be an additional charge should there be no free parking facilities within 100 yards (0.1 miles of the property).
- 16.** The client understands that any products or equipment supplied by SCG is for the sole use of SCG staff as part of our agreement and not for the use of the client and/or the client's staff.
- 17.** The client understands that any approach directly to a cleaner with intent to render their professional services will result in a "finder's fee" to be paid to this company, with a charge of up to £500.