

Bryn Teg House  
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## REGULAR SERVICE - DOMESTIC CLEANING TERMS & CONDITIONS

1	The customer agrees to sign and return the Agreement Form and Bank Standing Order Form to Sykes Cleaning Ltd prior to the first cleaning visit.
2	The customer agrees to pay the monthly fee via Standing Order Instruction.
3	Sykes Cleaning Ltd reserves the right to suspend cleaning services if monthly payments are missing or the paperwork is not returned to Sykes Cleaning Ltd prior to the first cleaning visit.
4	A minimum of 2 hours per cleaning visit for all Domestic Cleaning Customers
5	The Sales Advisors can only give an estimate of the duration required based on the information taken at the time of the booking/enquiry. Please note that the duration may vary and the client will be notified accordingly.
6	The Sales Advisors will ask if you have any priorities for us to concentrate on. The customer should direct the Cleaning Team Member if this is to change from visit to visit.
7	Dependent upon which package the customer has elected will depend on cleaning products and equipment being used.
8	Should we need to collect keys from outside the area to the property being cleaned then a surcharge of £15 (no vat) will be charged.
9	2 weeks notice is required to cancel the service. Anything less will still be charged.
10	Sykes Cleaning Ltd will not be responsible for triggering any alarm systems. Customer should provide any special instructions for de-activation/activation of any alarm systems.
11	A minimum 30 day contract length applies for all Cleaning Service Packages.
12	The customer understands that the price quoted over the phone or via email is not confirmed until the first cleaning visit has been made.