

Terms & Conditions (Domestic)

General Terms

1. Twinkle Clean and the Client agree to be bound by these General and Specific Terms.
2. Both parties acknowledge that the General and Specific Terms contain the whole agreement between the parties and that no reliance can be placed upon any other representations. Twinkle Clean reserves the right to amend these terms and conditions and to vary its prices on giving notice to the client.
3. During the Term of the agreement Twinkle Clean and its employees shall remain independent contractors and not servants of the Client.

Conditions for cleaning

4. The Client is responsible for removing all furniture and fragile / breakable items from the area to be cleaned prior to commencement.
5. Prior to commencement both parties will schedule and agree the existing damage including the pre-existing old stains; wear and discolouring to the fabric will be scheduled. Twinkle Clean does not accept responsibility for failure to remove the listed stains or the listed stains becoming more visible after cleaning due to cleaning of the surrounding fabric.
6. The Client agrees to allow Twinkle Clean access to utilities as necessary for the services.
7. The Client is responsible to provide adequate parking for Twinkle Clean. The Client will be liable for any car parking charges incurred.

Payment

8. The Client agrees to pay Twinkle Clean in full payment prior to commencement of work.
9. All credit card payments are subject to a 3% additional charge.
10. The Client will be liable for any bank charges incurred due to a dishonoured cheque.

Termination

11. The Client can terminate the agreement up to 14 days prior to commencement of the services, and in the case of a continuing contract by not less than 14 days notice. If the agreement is terminated with less than 14 days notice the Client will remain liable for 50% of the full prices of the cleaning services.
12. If Twinkle Clean are unable to gain access to the premises the Client will remain liable for the full cost of the cleaning.

Miscellaneous

13. In the event the Client is unsatisfied with the services provided Twinkle Clean must be notified within 24 hours of completion. Twinkle Clean will inspect the area and re-clean the area to the Client's reasonable satisfaction.
14. Twinkle Clean shall not be liable to the Client for any loss or damage to the Client's property unless this is caused by the negligence of Twinkle Clean or its failure to perform its obligations under these Terms & Conditions.
15. A person who is not party to this agreement has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms of this agreement.
16. Any dispute or disagreement between the parties before, during or after the Term shall be referred to Mediation for resolution.
17. The Client agrees that after termination of the agreement, the Client will not hire any domestic cleaner introduced to the Client by Twinkle Clean. In the event that the Client hires such a cleaner within a two year period then the client agrees to pay Twinkle Clean a £1,000 (plus VAT) referral fee.

Specific Terms

Carpet Cleaning, Upholstery Cleaning, Curtain Cleaning

18. Usually, carpets are dry enough to walk on after approximately 1½ hours; please allow to dry naturally, do not use any heating to quicken the process.
19. The Client must not replace furniture until the carpet is entirely dry.
20. All carpet cleaning, upholstery cleaning and curtain cleaning will be subject to a minimum £35 (plus VAT) call out fee.
21. Some carpets and fabrics naturally shrink with wear. Twinkle Clean holds no responsibility for any shrinkage of carpets or fabrics following cleaning.

Regular Domestic Cleaning

22. The minimum commitment is two hours per visit per month.
23. Twinkle Clean and the Client will draft an agreed schedule of cleaning requirements before work commences.
24. Any time estimates given by Twinkle Clean are based on the average time to clean a similar sized home.
25. Payment is required on a weekly basis, by cash, cheque, debit card, credit card or standing order. A monthly reconciliation spreadsheet will be provided if requested.

End of Tenancy Cleaning

26. The property must be vacant.
27. The following services are not included with this package of services: cleaning of walls, ceilings, carpets, curtains, upholstery, exterior windows, balconies, or patios.

One Off Cleaning

28. A minimum commitment of two hours work is required per visit.
29. Twinkle Clean and the Client will draft an agreed schedule of cleaning requirements before work commences.

Jet Washing

30. Twinkle Clean accept no responsibility for the blasting of the cement from between slabs and other stonework that may occur due to the high powered jet wash.
31. The Client agrees to assist drainage requirements to avoid the build up of pools of water.
32. The Client agrees to provide access to an outside water and power supply.
33. All Jet washing will be subject to a minimum £35 (plus VAT) call out fee.