Terms and Conditions

**NOTE :**

**PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY:**

 **The Company reserves the right to make changes to any part of these Terms and Conditions. We will notify you of such change. The Company may add to or alter these Terms and Conditions from time to time and any alterations or additions will apply to new business but not to existing contracts. Please refer to your copy of these Terms and Conditions, or alternatively you can request a copy by contacting the company.If you do not agre with these TERMS AND CONDITION please do not approve Cleaning proposal.**

1. **Contract**

1a. These Terms and Conditions represent a contract between Star Team Cleaning Company . and the Client.

1b. The Client agrees that by booking Star Team Cleaning Company cleaning services by phone, fax, email or its website, is bound by the Star Team Cleaning Company Limited Terms and Conditions.

1c. These Terms and Conditions shall prevail over any other terms of business, purchase conditions, alterations or variations put forward by the Client, unless otherwise agreed or approved in writing by a director of **Star Team Cleaning Company**

1d. These Terms and Conditions are governed by the relevant United Kingdom law, and by agreeing to be bound by them the Client agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom.

 **2. Payments for Services & Refunds**

 **Star Team Cleaning Company Limited**  Terms and Conditions is provided as a guide of what is expected of our clients. Payment for cleaning services is due in full at the time of service unless other arrangements have been made. If you will be paying by check or cash on a regular basis, and no one is going to be home on the day of your scheduled cleaning service, payment must be left on the counter. If we arrive to clean and there is no payment, we will contact you and ask you to leave double next time when we came back to clean your house.

**Star Team Cleaning Company Limited** accepts payment in the following forms: Cash, Personal Check, and Credit Cards. Please make checks out to **Star Team Cleaning Company Limited** .

**Regular Clients**- If paying by check or cash on a regular basis, please leave all payments for services on the kitchen counter. We pride ourselves in giving superior service to our clients. We go above and beyond to make sure you are completely satisfied with your cleaning service. If you are dissatisfied with your cleaning service for any reason, please contact us within 24 hours of your cleaning and we will return to re-clean the area/areas you are dissatisfied with at no additional cost to you.

The customer will be responsible for any relevant congestion or charging fees if the property is situated within a charging zone anywhere in the UK.

In the event a payment arrangement was made and an invoice was sent**, Star Team Cleaning Company Limited** may charge a late fee for any amounts which are not paid when due. The late fee will be 10% of the subtotal each month the invoice is not paid.

1. **Cancellations/Reschedules**

We do not assess a fee for cancelations/ reschedules as we understand things can come up. We do appreciate as much notice as possible.

The Client can cancel or reschedule the scheduled service by giving us at least a 48 hours notice. Failure to provide us with the needed notice we need to charge you full amount for that day. The cleaners are paid per hour and each customer is important for them. We need minimum 48 hours to have time to book a other customer in your place for that day.

We reserve the right to refuse any cleaning job if the condition of the property is hazardous to the health and well being of our operatives.

The cleaning company has the right to cancel or reschedule a service in cases where an accident or any unexpected circumstances have befallen the assigned cleaning team.

**4 . Entry to Homes**

**Star Team Cleaning Company Limited** has three different options to choose from so that your cleaners have entry into homes.

1). Client may opt to not give a key to the company and be home on their day of cleaning. The client must be home during their specific time frame to let the cleaners in/out of the home. If no one is home when the cleaners arrive, a cancellation fee will be charged.

2). Client may provide the company with a key. In the event of termination of the cleaning agreement, keys will be returned to the client within 48 hours of the final cleaning. For your protection, keys will not be linked to any information pertaining to the client. Keys are kept in a secured area and are crossed referenced in case of loss.

3). If a client chooses to leave their door unlocked, place the key under the mat, or leave their house key in an unsecured place for the cleaners to gain entry, the client releases **Star Team Cleaning Company** from all liability that arises from damage made before or after the cleaners leave the premises. The client understands that they will be responsible for any damages that are caused before/after their scheduled cleaning team.

It is not necessary for the client to disarm their alarm system for their scheduled date of cleaning. If you would like, you may contact your alarm company and have a house cleaner code issued.

1. **Price Increases**

**Star Team Cleaning Company Limited** reserves the right to adjust client rates at any time. You will be notified 14 days prior to any price increases.

1. **Complaints**

All complaints are taken seriously. If you are not happy with any aspect of our cleaning service please call us as soon as possible and give us the chance to rectify it. Your custom is very important to us and we want you to be happy. Complaints are accepted verbally over the phone and in writing .Complaints must be reported on completion or in the following 24 hours. The customer accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will entitle customer to no refunds or recovery cleanings.

**The Client shall ensure that all valuables and money are stored away when work is carried out and that the client property is supervised by the Client or his representatives at all times during the course of the work. The Company shall not be responsible for the Client failure to comply with this obligation.**

1. **Employee Solicitation**

**By entering into a service agreement with Star Team Cleaning Company, the customer agrees that after the termination of the cleaning service he/she will not hire or use any domestic services provided by a present or past cleaner introduced to the customer by Star Team Cleaning Company. If the customer wishes to hire or use domestic services provided by such a cleaner then he/she must pay a referral fee of £2000.**

**When entering into an agreement for services with Star Team Ceaning Company Limted , you agree not to solicit for hire any staff member introduced to you by Star Team Cleaning Company Limited for any home or office -related services..**

**The Customer acknowledges the Company invests significant resources in recruiting, selecting and training its Cleaners. Unless the Company gives prior written permission, the Customer must not, directly or indirectly, engage, employ or contract with any Cleaner to provide domestic or commercial cleaning services to the Customer or any associate of the customer for any period during which services are provided by the Company and for a period within 12 months after the conclusion of any Service. The 12 month period remains in effect even if the Cleaner leaves the employment of the Company during this period. The Customer acknowledges that the Company may suffer loss and damage, including, without limitation consequential loss, as a result of a breach of this clause by the Customer.**

**If you are found to have solicited one of our staff members, please be advised that our referral/ training fee is £ 2000 payable to Star Team Cleaning immediately upon employing our staff for any services to your home/ business. Your maid (s) will also be immediately terminated.**

 **8 . Termination of Contract**

There are no minimum terms of a contract. However, if the Client decides to terminate the services, two weeks written notice is required. Failure to do that may result in £50.00 cancelation fee**.**

1. **Law**

This agreement is treated as made as soon as we place a Cleaner with you.

These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them the customer agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom. Star Team Cleaning Company reserves the right to make any changes to any part of these terms and conditions without giving any prior notice. Should any of the above clauses change all existing customers will be notified. Please check this website for updates.