



Terms of Service / Terms of Trade

Effective Date: 20 January 2025

These Terms of Service (“Terms”) govern the relationship between Quality First Cleaning (hereinafter referred to as “the Provider”) and the Client (hereinafter referred to as “Client”). By engaging the services of the Provider, the Client agrees to these Terms in their entirety.

1. General Terms

1.1 These Terms apply to all services provided by the Provider.

1.2 The Provider reserves the right to update these Terms at any time, with changes effective upon posting on the Provider’s website.

2. Scope of Services

2.1 The Provider offers residential, commercial, new build, and builders’ cleaning services.

2.2 Services are tailored to the Client’s requirements, with the scope of work detailed in a written quote.

2.3 The Provider will endeavour to perform all services to the highest standard of cleanliness; however, the final outcome may depend on the condition of the premises.

3. Quotes and Pricing

3.1 Quotes provided by the Provider are free of charge and valid for 30 days unless otherwise stated.

3.2 Quotes are based on the information provided by the Client. Any additional tasks or requirements may result in an adjusted price.

3.3 A 10% discount is available for first-time clients for their initial cleaning service.

4. Payment Terms

4.1 Invoices must be paid within seven (7) days of the service date unless otherwise agreed in writing.

4.2 Accepted payment methods include deposit to the Providers nominated bank account.

4.3 The Provider reserves the right to charge interest or late fees for overdue payments.

5. Cancellations and Rescheduling

5.1 The Client must provide at least twenty four (24) hours' notice for cancellations or rescheduling.

5.2 The Provider requires a minimum of twenty-four (24) hours' written notice for any changes to cleaning schedules. Any rescheduling is subject to the Provider's availability and acceptance.

5.3 Failure to provide sufficient notice may result in a cancellation fee equivalent to 50% of the usual quoted amount.

6. Access and Site Requirements

6.1 The Client shall provide the Provider with sufficient parking, access to the premises (including gate and alarm codes), running water, electricity, and adequate lighting to facilitate the provision of services.

6.2 If these requirements are not met, and the Provider cannot reasonably perform the services, the Client shall be liable for the full cost of the missed service and any associated expenses.

6.3 For commercial Clients, the Provider may enter the premises outside regular business hours to fulfill service requirements, including training, site inductions, safety audits, supply deliveries, and retrieving Provider property.

7. Equipment and Supplies

7.1 The Provider will supply all necessary cleaning equipment and materials unless otherwise agreed in writing.

7.2 If the Client requests specific cleaning products or equipment to be used, these must be supplied by the Client and will not affect the quoted price.

8. Environmental Policy

8.1 We utilize premium-grade professional products and strictly adhere to all safety regulations, ensuring compliance with industry standards.

8.2 Clients requiring exclusively eco-friendly cleaning products must specify this at the time of booking. Additional charges may apply.

9. Privacy and Confidentiality

9.1 The Provider will use Client information solely for the purpose of delivering services and managing the Client relationship.

9.2 Any sensitive or confidential information encountered by the Provider's team during service delivery will be treated with the utmost discretion.

10. Insurance

10.1 The Provider is fully insured with AIM for coverage up to \$1,000,000. This insurance covers accidental damage to the Client's property caused by the Provider while performing services.

10.2 Proof of insurance can be provided upon request.

11. Force Majeure

10.1 The Provider shall not be held liable for failure to provide services due to circumstances beyond its reasonable control, including but not limited to natural disasters, strikes, pandemics, or government restrictions.

12. Term Agreements and Renewals (For Recurring Services)

11.1 For Clients on recurring service agreements, the terms of the agreement will be outlined separately and agreed upon in writing.

11.2 Either party may terminate recurring agreements with fourteen (14) days' written notice.

13. Pets and Hazardous Materials

12.1 The Provider's team will not clean areas contaminated with hazardous materials, biohazards, or substances that pose health risks.

12.2 The Client must inform the Provider of any pets on the premises and take appropriate measures to ensure the safety of both the pets and the cleaning team.

14. Post-Construction and Builders' Cleans

13.1 Post-construction cleans may require additional labor or tools to address construction debris, paint, plaster, or other residues.

13.2 During builders' cleans and final cleans, the Provider will identify and report any defects or damage observed. However, rectification of these issues is outside the scope of the Provider's responsibilities.

15. Dispute Resolution

14.1 In the event of a dispute, both parties agree to first attempt to resolve the matter through informal negotiations.

14.2 If resolution cannot be achieved, the matter may be escalated to mediation or arbitration as mutually agreed upon by both parties.

16. Promotional Offers and Discounts

15.1 Promotional discounts, including the first-time client 10% discount, are valid for new Clients only and cannot be combined with other offers.

15.2 The Provider reserves the right to modify or terminate promotional offers at any time without prior notice.

For any questions regarding these Terms, please contact us at:

Email: qulaityfirstcleaning@outlook.com

Phone: 027 845 6925