



1 Page Honeycomb Cleaning Services Ltd (HCS) Agreement

1. Honeycomb Cleaning Services Ltd (HCS) agrees to deliver cleaning services as outlined in notes originally agreed before the service takes place or as may be agreed between the parties. We will provide these services with professionalism, care, and reliability.
2. The Client has hereby given permission to HCS to enter the property in order to undertake the cleaning services as set out in the notes or as may be agreed between the parties.
3. The Client authorises HCS to access the property to perform cleaning services. Entry may be via provided keys, which remain the Client's property and will be returned upon request. HCS will not duplicate, misuse, or share these keys and accept full responsibility for their safekeeping, including costs of replacement in case of loss, theft, or misuse.
4. Where parking is restricted, the Client must ensure access is available. If necessary, a parking permit should be provided.
5. If our team is unable to gain access to the property at the agreed time due to client action or inaction (e.g. no key provided, no one home, alarm not deactivated), the full service fee remains payable.
6. HCS supplies all necessary equipment and cleaning materials, which will be of high quality and suitable for domestic use.
7. If the Client requests HCS to use their own cleaning products or equipment, HCS will apply reasonable skill and care but accepts no liability for any resulting damage caused by or to those items.
8. HCS will repair or replace any items damaged during the process of cleaning where our negligence has taken place. HCS takes no liability for faulty fixtures & fittings of items in the Client's house or damage caused by them. It remains the Client's duty to maintain the environment & inform HCS of any changes. If an item is damaged, we will contact you to inform you within 24 hrs.
9. Cleaning will usually be performed by 1 member of staff, or they may clean in pairs. While working in pairs the duration of the clean will be reduced to half the quoted time although the total duration will remain constant.
10. The Client agrees to pay HCS the quoted cleaning rate, detailed at the start of this contract, in respect of the aforesaid cleaning services. The Client will pay HCS on the day of the clean or before and HCS will provide receipts for payments made by the Client. All payments are to be made to HCS, any money given to employees will not be deducted from the balance owed unless requested by HCS.
11. In the event that payment for cleaning services is not received within 1 day of said clean, then any cleaning agreement will be suspended until the outstanding amount is cleared.
12. In the event of any changes to HCS's prevailing rates or service, HCS will provide 4 weeks' notice.
13. Where the Client seeks to temporarily suspend the services e.g. by reason of holiday, they shall provide HCS with at least 1 week's notice.
14. If you wish to cancel your services within 24 hours or less of the agreed start time, you will be required to pay the full price for the provision of the service. If you give 24 or more hours' notice, but less than 48 hours' notice, you will be required to pay 50% of the total price.
15. In the event that additional cleaning services are required by the Client these shall be the subject of specific agreement between the parties.
16. The agreement is for an unlimited term. Either party can terminate the contract by giving the other party 4 weeks written notice.
17. In the event of the Client having a complaint or an item cannot be found, the Client agrees to raise such a complaint orally or in writing within 48 hours (or as soon as is reasonably practical) of the complaint arising, or as soon thereafter as is reasonably practicable.
18. HCS agrees that it nor its employees shall not now, during the currency of this contract, nor at any time thereafter, use, publish or otherwise disclose any information which, by reason of its character or the circumstance or manner of its disclosure, is evidently confidential to the Client, relating to the affairs, finances or business of the Client, their family or household, otherwise than in the proper course of cleaning duties or as required by the law. HCS agrees not to communicate with the Press, broadcasting or other media regarding the Client, the Client's family or household, except with the Client's express prior written consent.
19. HCS staff will exercise reasonable skill and attention in caring for any pets while in the property. However, the Client is responsible for ensuring that pets are secured during cleaning visits if necessary for the safety of staff or animals. HCS accepts no liability for any damage caused to or by pets during, after, or as a result of cleaning. The Client agrees to notify HCS in advance of any pets in the home and of any known risks, such as aggressive behaviour or allergies.
20. HCS will not accept deliveries while in a property unless by prior agreement. When accepting deliveries, HCS accepts no liability for checking the conditions or contents of the delivery.
21. If for any reason an employee (or previous employee of less than 2 years) of HCS is paid for services outside of the contract with HCS directly, then the client will be entitled to pay HCS a recruitment/finder fee of £2,000.
22. The use of photographs and/or video recordings may be taken to promote our work. HCS will contact you to ask and show you before any content is distributed. Consent will always be requested before any photos or videos are taken or used.
23. Any variation to the terms set out herein is subject to the parties agreeing to the same. Please see the full agreement document for more information.