

**Ocean City Cleaning Ltd Services Agreement**

1. Ocean City Cleaning Ltd. agree to provide the cleaning services for the home as set out in the attached notes hereto and will exercise reasonable skill and care in performing the service. Further, Ocean City Cleaning Ltd will undertake the cleaning services in a reliable, caring and trustworthy manner.
2. The Client has hereby given permission to Ocean City Cleaning Ltd to enter the home in order to undertake the cleaning services as set out in the attached notes or as may be agreed between the parties.
3. In order to undertake the cleaning services, the Client will provide Ocean City Cleaning Ltd with access or with keys to access the home. Such keys shall remain the property of the Client and are to be returned to the Client upon request. Ocean City Cleaning Ltd agrees not to loan, duplicate, or use the keys in any unauthorised manner, nor for any reason other than to access the property at agreed times for the purposes of cleaning. Ocean City Cleaning Ltd will ensure the safe keeping of keys at all times. Ocean City Cleaning Ltd accepts responsibility for the costs of replacement keys, locks and any associated damage or losses should the keys be lost, stolen or misused whilst in their possession.
4. Where parking is restricted, it is the Client’s responsibility to ensure access. Where necessary, parking passes should be provided.
5. Ocean City Cleaning Ltd will provide all the necessary machinery, tools & materials for the proper completion of the cleaning service. Such materials shall be of a high standard and suitable for use in the home.
6. In the event that the Client wishes a particular product or tool to be used to undertake any cleaning, Ocean City Cleaning Ltd agree to exercise reasonable skill and care in using the same to the instructions of the Client and where such reasonable skill and care is used, Ocean City Cleaning Ltd accepts no liability for damages caused by or to products or machinery.
7. Ocean City Cleaning Ltd will repair or replace any items damaged during the process of cleaning up to a maximum cost of £1000. Ocean City Cleaning Ltd 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 Ocean City Cleaning Ltd of any changes. If an item is damaged, we will contact you to inform you within 24 hrs.
8. All cleaning will be performed by members of Ocean City Cleaning Ltd staff, 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.
9. The Client agrees to pay Ocean City Cleaning Ltd the quoted cleaning rate, detailed at the start of this contract, in respect of the aforesaid cleaning services. The Client will pay Ocean City Cleaning Ltd within 7 days of receipt of the invoice. Ocean City Cleaning Ltd will provide receipts for payments made by the Client if requested but not as standard.

Payment can be made by BACS, direct debit or standing order

1. In the event that payment for cleaning services is not received within 7 days of said clean, then any cleaning agreement will be suspended until the outstanding amount is cleared.
2. Where the Client seeks to temporarily suspend the services e.g. by reason of holiday, they shall provide Ocean City Cleaning Ltd with 4 weeks notice. Any other cancellation of an agreed clean unless in exceptional circumstances requires a minimum of 24 hours notice or is subject to the full cleaning cost.
3. In the event of any changes to Ocean City Cleaning Ltd prevailing rates or service, Ocean City Cleaning Ltd will provide 4 weeks' notice.
4. In the event that additional cleaning services are required by the Client these shall be the subject of specific agreement between the parties.
5. The contract is for an unlimited term. Either party can terminate the contract by giving the other party 4 week’s written notice.
6. 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 of the complaint arising, or as soon thereafter as is reasonably practicable.
7. Ocean City Cleaning Ltd 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 their household, otherwise than in the proper course of cleaning duties or as required by the law. Ocean City Cleaning Ltd 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.
8. Ocean City Cleaning Ltd staff will exercise reasonable skill and attention in caring for any pets while in the property but we cannot be liable for any damage caused to or by animals during, after or as a result of our cleaning.
9. Ocean City Cleaning Ltd will not accept deliveries while in a property unless by prior agreement. When accepting deliveries, Ocean City Cleaning accepts no liability for checking the conditions or contents of the delivery.
10. Where Ocean City Cleaning arrive at a property at the agreed time and can not gain access. The client is liable for the full cost of the clean.
11. The client agrees not to approach Ocean City Cleaning staff members to engage their services by private arrangement. All bookings must be made by contacting headquarters.
12. Any variation to the terms set out herein is subject to the parties agreeing to the same.