



Terms & Conditions

Please read and understand Freetime Cleaning & Maintenance's terms and conditions prior to making any booking.

Please be informed that if a booking has been made, it implies that you have read, understood and agreed to the terms and conditions of our service.

General

Freetime Cleaning & Maintenance reserves the right to refuse or deny any booking or continue along with their service if they deem the customer to be unreasonable.

Freetime Cleaning & Maintenance will not tolerate any verbal or physical abuse towards any of its staff under any circumstances and will take the relevant actions need to any such behaviours be encountered.

Freetime Cleaning & Maintenance reserve the right to alter a booking or move a booking in accordance to its staff levels, weather conditions and/or equipment failure without penalty to the company.

Freetime Cleaning & Maintenance reserve the right to take a debit or bank credit card details to secure the booking.

Invoices are due on date of issue or within the agreed payment terms. If payments is not made within the agreed terms, after 7 days a £10 late payment fee will be applied and every 7 days thereafter.

Any quotations issued are valid for a period of 30 days from the date of issue.

Freetime Cleaning & Maintenance reserves the right to amend the initial quotation, should the Customer's original requirements change.

Freetime Cleaning & Maintenance reserve the right to use any one of our endured staff to undertake works and may need to change the operative at short notice without penalty.

Freetime Cleaning & Maintenance shall not be required to issue or deliver any certificates, guarantees or other similar documents regarding the works until payment has been made in full.

Where the Client is represented by a third party (such as a managing agent, contractor or other representative), in the event of non-payment by the Client, the third party will be responsible for payment unless agreed otherwise in writing.

Valeting

Customers are required to remove all personal belongings, money and other substantial items from their vehicle prior to any type of valet.

Freetime Cleaning & Maintenance cannot guarantee any specific times when accepting your booking. Our valeting times are an estimate only. Each vehicle is different and may require more or less time to fulfil the valet type

Freetime Cleaning & Maintenance will not accept liability for any loss or damage to personal belongings left in a vehicle whilst it is being valeted.

All vehicles are cleaned and valeted at the customers own risk.

Freetime Cleaning & Maintenance reserve the right to charge an hourly rate of £30.00 (or proportion thereof) for any work that is not within the boundaries of the booking.

Pressure Cleaning

Freetime Cleaning & Maintenance will make every effort to work with minimal damage and effect on surrounding areas. But by its nature pressure washing will splash dirty water, roughen surfaces, dislodge loose material, remove paint and damage vegetation.

Freetime Cleaning & Maintenance accept no liability for the replacement or repair of any mortar/brick work or surfaces displaced by the pressure washing process. We do however make every effort to reduce damage, dirt and disruption.

Large quantities of dirty water will be flowing into drains so please ensure drains are clear to allow water to flow away.

Tenancy Cleaning

The property should be clear of personal effects, belongings and furniture prior to cleaning commencing.

Freetime Cleaning & Maintenance shall provide all cleaning supplies and cleaning equipment necessary to carry out the service

The customer must provide running hot water, electricity and sufficient light at the premises where the service takes place.

Unless otherwise agreed in writing by Freetime Cleaning & Maintenance, the account is rendered for immediate payment.

The Customer must make payment either 24 hours in advance by bank transfer or cash or credit/debit card on the day of the clean.

Freetime Cleaning & Maintenance reserve the right to cancel services without notice due to declined non-cleared funds.



The Customer can cancel the scheduled service by giving no less than 48 hours prior notice in writing. There is a cancellation fee of £50.00 of the service total for cancelling or rescheduling a cleaning visit with less than 24 notices.

The Customer must pay the full price of the booked service if:

1. Freetime Cleaning & Maintenance arrive at the property and are unable to gain access, through no fault of the Company. If keys are provided they must open all locks without any special efforts or skills.
2. The booked service is cancelled by the customer with less than 24 hours prior notice.

Maintenance works

Freetime Cleaning & Maintenance's quotations/estimates are valid for thirty days and are subject to availability of resources. All quotations are provided as estimates unless specified as fixed price jobs. They are an estimate of the likely minimum cost of the works, based on the information made available. The final price will be calculated on the basis specified in the estimate, if any, or if none, in accordance with the company's rates and fees applicable at the time the works are carried out and may be increased above or reduced below the specified price.

Once the time and date for an appointment have been agreed on, availability has been confirmed and payment has been made, the Customer will be given a one hour arrival window.

If the services requested prove to take longer than estimated/quoted due to unforeseen events, you will be charged accordingly at a cost that is first confirmed with the Customer. Unless the amended cost is confirmed, we will not proceed with the works.

Freetime Cleaning & Maintenance will endeavour to complete the work in the estimated time, but any additional chargeable hours will be included in the final price.

Once the works are completed, the operative will ask the customer to assess the works carried out and sign the work report, thus accepting that the job has been done to standard and indicating receipt of goods/materials purchased. The work report should not be treated as an invoice.

Any cancellations or changes to bookings with regard to date and time must be made at least 24 hours in advance; otherwise, a cancellation fee of £50.00 + VAT applies. The customer has the responsibility to make sure that Freetime Cleaning & Maintenance has been notified with a clear statement (in writing) and is aware of any changes.

Freetime Cleaning & Maintenance accept no liability with respect to faulty parts/materials. If the part is found to be faulty during fitting, the operative will exchange it.

Freetime Cleaning & Maintenance accepts no liability in respect of late or non-delivery of materials.

The Customer will be responsible for preparing the property for the supply of the services, where necessary, making safe any appliances or equipment, removing any items from the areas in the property where Freetime Cleaning & Maintenance will be performing the services. Any items of furniture or fittings which you will not be moving should be covered to protect them from dust or dirt. Any valuables, breakables or sentimental items should be removed or secured by the date and time when Freetime Cleaning & Maintenance is due to commence the works.



The customer will provide, on request, any information that Freetime Cleaning & Maintenance reasonably requires to enable us to provide the services. Freetime Cleaning & Maintenance will contact you about this. If any information you provide is incomplete or incorrect, we may make an additional charge of a reasonable sum to cover any extra work that is required. Any additional charges will be agreed with you in advance.

Where access to the Customer's property is required, Freetime Cleaning & Maintenance will be able to gain access to your property at the agreed dates and times. If keys are provided, they must open and close all locks without any special effort. If the property is protected by an alarm, the Customer must provide full details of how to disable and reset it.

The Customer agrees to notify Freetime Cleaning & Maintenance if they will provide the keys. If keys are to be collected from agency, the Customer must give reasonable notice of this request (at least 24 hours).

If there is a problem with the services:

The Customer should contact Freetime Cleaning & Maintenance either by phone or email and explain the issue as soon as possible. The Customer should give as many details as possible regarding the issue, including pictures, where necessary.

The Customer should allow Freetime Cleaning & Maintenance a reasonable opportunity to investigate the problem and, if it is found that Freetime Cleaning & Maintenance were at fault, arrange to correct the problem

If Freetime Cleaning & Maintenance was at fault, we will use every effort to correct problems as soon as reasonably practicable

Freetime Cleaning & Maintenance shall not be held liable for unavoidable damage caused, or any unforeseeable loss the customer or any other party may suffer as a result of the work carried out, nor shall we be liable for any loss of any nature which is not caused by our negligence or our breach of the terms and agreement between us.

For the avoidance of doubt, Freetime Cleaning & Maintenance shall have no responsibility or liability in relation to the following:

- i. pre-existing wear and tear, damage, defects or faults in your property, its contents or belongings .
- ii. Disruption to the services or damage to the property or belongings caused by third parties who are present on site during the performance of the services.
- iii. Damage to the property, its contents or your belongings caused by faulty products, materials or equipment provided by you and used by Freetime Cleaning & Maintenance in the performance of the services.



Maintenance Payment terms:

For jobs estimated at under £200 + VAT, payment is required in advance by bank transfer or credit/debit card. The appointment will not be booked in until payment is made.

For jobs exceeding £200 + VAT, payment terms will be confirmed with the client prior to making visits arrangements. Payment can be made by cash or bank transfer or credit/debit card. The customer shall pay all amounts due under the agreement in full without any deduction or withholding except as required by law and the customer shall not be entitled to assert any credit, set-off or counterclaim against Freetime Cleaning & Maintenance in order to justify withholding payment of any such amount in whole or in part.

Limits on liability:

We do not accept responsibility for any loss you or anybody else might suffer because:

1. Any instruction or information you send us is sent in error, has failed to reach us, is distorted or incorrect.
2. Payment is refused or declined by the credit/debit card supplier for whatever reason
3. We cannot accept liability if payment is refused or declined by the credit/debit card supplier (due to the customer quoting incorrect card details or other reasons).