

CLEANING SERVICE AGREEMENT



Service Provider: **Bradleys Cleaning Ltd T/A Crystal Clear Cleaning**

Client Name / Business:

Address:

Start Date:

1. Services Provided

Crystal Clear Cleaning (the "Company") agrees to provide cleaning services as outlined in the Service Specification, or Quote agreed with the Client. This agreement covers all categories of cleaning services provided by the Company, including but not limited to general commercial, industrial, domestic, and specialised deep cleaning.

2. Contract Term

- This Agreement is for a 12-month fixed term from the service start date, unless the agreement is for one-off services.
- A minimum commitment of 3 months applies.
- Following the minimum term, the contract will renew automatically unless terminated by either party, providing 1 month's written notice.

3. Pricing & Payment

- **Agreed Rates:** Pricing for services will be agreed upon in writing via a formal Quote or Service Specification before the commencement of work.

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- **Acceptance:** Acceptance of the Quote (either via signature, email confirmation, or by allowing the service to commence) constitutes agreement to the pricing therein.
- **Invoicing:** Invoices will be issued in accordance with the agreed billing schedule (e.g., weekly, monthly, or upon completion of one-off works).
- **Payment Terms:** Payment is due within **7 days** of the invoice date unless otherwise agreed in writing.
- **Late Payments:** The Company reserves the right to charge interest on overdue accounts or suspend services until the balance is cleared.

4. Price Reviews

The Company reserves the right to review and adjust pricing with at least 30 days' written notice to reflect increases in operational costs, statutory wage increases, or material costs.

Pricing will be reviewed annually to ensure we cover our operating costs and will be communicated with at least 30 days' notice.

5. Client Responsibilities

The Client shall:

- Provide safe, unobstructed access to the premises at the agreed times.
- Ensure essential utilities (electricity and water) are available for use.
- Inform the Company of any security procedures, restricted areas, or site-specific hazards.
- Failure to provide access may result in the full service fee being charged.

5.1 Service Provider Responsibilities

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Crystal Clear Cleaning (the "Company") agrees to:

- **Staffing:** Provide suitable, trained, and competent personnel to perform the agreed services.
- **Vetting:** Ensure all staff have undergone relevant background checks, including **DBS (Disclosure and Barring Service) clearance**
- **Insurance:** Maintain valid **Public Liability Insurance** and **Employer's Liability Insurance** at all times. Evidence of cover is available to the Client upon request.
- **Equipment:** Provide all necessary cleaning materials and equipment unless otherwise specified in the Service Specification.

6. Health & Safety

The Company complies with all relevant UK Health & Safety regulations. Risk assessments are available upon request. The Client must disclose any hazardous materials or environments (e.g., asbestos, chemical spills) before the commencement of work.

7. Staff & Security

All staff are trained, vetted, and insured. The Company accepts no responsibility for loss or damage to the Client's property unless such damage is caused by the proven negligence of a Company employee.

8. Damage & Breakages

Any damage must be reported in writing within 24 hours of service delivery. Liability is strictly limited to the cost of repair or replacement where negligence is proven.

9. Complaints & Satisfaction

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Any service issues must be raised promptly. Our 100% satisfaction guarantee applies where the Company is given a reasonable opportunity to take corrective action.

10. Cancellations & Missed Visits

Temporary cancellations or schedule changes require at least 48 hours' notice. Cancellations made with less notice, or missed visits due to lack of access, will be chargeable at the full rate.

11. Non-Solicitation & Non-Competition

- **Restriction:** The Client agrees that they shall not, during the term of this Agreement and for 6 months following its termination, directly or indirectly solicit, employ, or engage (privately or through another business) any staff member or contractor introduced to them by the Company.
- **Referral Fee:** If the Client breaches this clause, the Client agrees to pay a recruitment and replacement fee of £2,500 per person.
- **Justification:** Both parties agree this fee is a genuine pre-estimate of the loss incurred by the Company for recruitment, vetting, and training costs.

12. Termination

This Agreement may be terminated:

- After the 3-month minimum term, with 1 month's written notice.
- Immediately by the Company in cases of non-payment, breach of contract, or unsafe working conditions.

13. Force Majeure & Confidentiality

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Neither party is liable for failures caused by circumstances beyond reasonable control (weather, emergencies). Both parties agree to keep all business, pricing, and operational information strictly confidential.

14. Governing Law

This Agreement is governed by the laws of England and Wales.

15. Acceptance

By signing below, both parties agree to the terms and conditions of this Agreement.

For Crystal Clear Cleaning

Name: Denis Arapi

Signature: _____ Date: _____

For the Client

Name: _____

Signature: _____ Date: _____