



Terms and Conditions

BUSINESS TO BUSINESS

THESE TERMS AND CONDITIONS APPLY TO CONTRACTS ENTERED INTO BETWEEN MEREDITHS MAIDS ("THE COMPANY") AND BUSINESS CLIENTS ("THE CLIENT") FOR THE PROVISION OF COMMERCIAL CLEANING SERVICES.

IN THESE CONDITIONS OF CONTRACT, THE FOLLOWING DEFINITIONS APPLY:

- "COMPANY" REFERS TO MEREDITHS MAIDS.
- "CLIENT" REFERS TO ANY ORGANISATION, COMPANY, PARTNERSHIP, SOLE TRADER, LANDLORD, MANAGING AGENT, OR OTHER ENTITY ACTING IN THE COURSE OF ITS TRADE, BUSINESS, OR PROFESSION.
- "CONTRACT" REFERS TO THE LEGALLY BINDING AGREEMENT BETWEEN THE COMPANY AND THE CLIENT FOR THE PROVISION OF CLEANING SERVICES, IN ACCORDANCE WITH THESE TERMS AND CONDITIONS.
- "BOOKING" REFERS TO THE CLIENT'S CONFIRMED REQUEST FOR CLEANING SERVICES AND ACCEPTANCE OF THESE TERMS AND CONDITIONS.

1. MAKING A BOOKING

1.1 BOOKINGS MAY BE MADE VIA TELEPHONE, EMAIL, TEXT MESSAGE, WHATSAPP, SOCIAL MEDIA, THE COMPANY WEBSITE, OR IN PERSON.

1.2 ALL BUSINESS-TO-BUSINESS RELATIONSHIPS REQUIRE A FORMAL WRITTEN CONTRACT TO BE ISSUED BY THE COMPANY AND AGREED BY THE CLIENT PRIOR TO THE COMMENCEMENT OF SERVICES.

1.3 A BOOKING IS CONFIRMED ONCE THE COMPANY HAS ISSUED WRITTEN CONFIRMATION AND, WHERE APPLICABLE, A CONTRACT HAS BEEN AGREED.

1.4 BY CONFIRMING A BOOKING AND ENTERING INTO A CONTRACT, THE CLIENT CONFIRMS ACCEPTANCE OF AND AGREEMENT TO BE BOUND BY THESE TERMS AND CONDITIONS.

2. PAYMENTS

2.1 MEREDITHS MAIDS OPERATES AS A CASHLESS BUSINESS. ALL PAYMENTS MUST BE MADE VIA BANK TRANSFER OR OTHER APPROVED ELECTRONIC PAYMENT METHODS. CASH PAYMENTS ARE NOT ACCEPTED.

2.2 INVOICES WILL BE ISSUED VIA EMAIL TO THE CLIENT USING THE CONTACT DETAILS PROVIDED.

2.3 UNLESS OTHERWISE AGREED IN WRITING, PAYMENT TERMS ARE 14 DAYS FROM THE INVOICE DATE.

2.4 FOR NEW CLIENTS OR SPECIFIC SERVICES, THE COMPANY RESERVES THE RIGHT TO REQUIRE PAYMENT IN ADVANCE BEFORE SERVICES COMMENCE.

2.5 FAILURE TO MAKE PAYMENT WITHIN THE AGREED TERMS MAY RESULT IN SUSPENSION OF SERVICES UNTIL THE ACCOUNT IS BROUGHT UP TO DATE.

2.6 THE COMPANY RESERVES THE RIGHT TO CHARGE STATUTORY INTEREST AND RECOVERY COSTS ON OVERDUE INVOICES IN ACCORDANCE WITH THE LATE PAYMENT OF COMMERCIAL DEBTS (INTEREST) ACT 1998.



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3. CONTRACT TERM, CANCELLATIONS, AND NOTICE

3.1 UNLESS OTHERWISE AGREED IN WRITING, ALL ONGOING COMMERCIAL CLEANING CONTRACTS ARE SUBJECT TO A MINIMUM INITIAL TERM OF THREE (3) MONTHS.

3.2 FOLLOWING THE INITIAL TERM, THE CONTRACT SHALL CONTINUE ON A ROLLING BASIS UNLESS TERMINATED BY EITHER PARTY GIVING 30 DAYS' WRITTEN NOTICE.

3.3 CANCELLATIONS OR TERMINATION WITHIN THE MINIMUM CONTRACT TERM MAY RESULT IN CHARGES EQUIVALENT TO THE REMAINING SCHEDULED SERVICES WITHIN THAT TERM.

3.4 WHERE AD-HOC OR ONE-OFF SERVICES ARE BOOKED, CANCELLATIONS MADE WITH LESS THAN 24 HOURS' NOTICE WILL BE CHARGED AT THE FULL CONTRACTED RATE.

3.5 WHERE THE COMPANY CANCELS A SERVICE, AN ALTERNATIVE DATE WILL BE OFFERED. IF THIS IS NOT SUITABLE, A CREDIT OR REFUND WILL BE ISSUED AT THE COMPANY'S DISCRETION.

4. CANCELLATIONS AND RESCHEDULING (Non-Statutory)

4.1 CANCELLATIONS MADE BY THE CLIENT WITH MORE THAN 24 HOURS' NOTICE MAY BE RESCHEDULED WITHIN THE SAME CALENDAR MONTH, SUBJECT TO AVAILABILITY.

4.2 CANCELLATIONS MADE WITH LESS THAN 24 HOURS' NOTICE WILL BE CHARGED AT THE FULL RATE.

4.3 WHERE THE COMPANY CANCELS A SERVICE, AN ALTERNATIVE DATE WILL BE OFFERED. IF THIS IS NOT SUITABLE, THE CLIENT WILL RECEIVE A REFUND OR CREDIT.

5. ACCESS AND EQUIPMENT

5.1 THE CLIENT IS RESPONSIBLE FOR ENSURING SAFE, CLEAR, AND TIMELY ACCESS TO THE PROPERTY AT THE SCHEDULED SERVICE TIME.

5.2 IF ACCESS CANNOT BE GAINED, THE SERVICE MAY BE CHARGED IN FULL.

5.3 THE COMPANY SUPPLIES ITS OWN CLEANING PRODUCTS AND EQUIPMENT UNLESS OTHERWISE AGREED.

5.4 THE CLIENT MUST NOTIFY THE COMPANY IN ADVANCE OF ANY SURFACES, MATERIALS, OR ITEMS REQUIRING SPECIALIST CARE.

6. CLEANING STANDARDS

6.1 THE COMPANY WILL PROVIDE SERVICES WITH REASONABLE CARE AND SKILL IN ACCORDANCE WITH ACCEPTED INDUSTRY STANDARDS.

6.2 ANY CONCERNS REGARDING SERVICE QUALITY MUST BE RAISED IN WRITING WITHIN 48 HOURS OF COMPLETION OF THE SERVICE.

6.3 WHERE APPROPRIATE, THE COMPANY MAY OFFER A RE-CLEAN OR OTHER REMEDIAL ACTION AT ITS DISCRETION.

REFUNDS ARE NOT PROVIDED UNLESS EXPRESSLY AGREED IN WRITING.



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7. BREAKAGES, DAMAGE, AND LIABILITY

7.1 THE COMPANY HOLDS APPROPRIATE PUBLIC LIABILITY INSURANCE.

7.2 ANY DAMAGE CAUSED DIRECTLY BY THE COMPANY MUST BE REPORTED WITHIN 48 HOURS.

7.3 THE COMPANY IS NOT RESPONSIBLE FOR FAIR WEAR AND TEAR, PRE-EXISTING DAMAGE, OR UNDISCLOSED FRAGILE ITEMS.

7.4 THE CLIENT MUST SECURE VALUABLES, FRAGILE ITEMS, AND PERSONAL BELONGINGS PRIOR TO THE SERVICE.

8. HEALTH, SAFETY, AND PROPERTY CONDITION

8.1 THE COMPANY MAY REFUSE, SUSPEND, OR TERMINATE SERVICES WHERE THE WORKING ENVIRONMENT IS UNSAFE OR HAZARDOUS.

8.2 WHERE CONDITIONS POSE A HEALTH RISK (INCLUDING BIOHAZARDS, INFESTATIONS, OR EXTREME CLUTTER), THE SERVICE MAY BE DECLINED OR TERMINATED WITHOUT REFUND.

8.3 CLIENTS MUST DISCLOSE ANY KNOWN RISKS OR HEALTH-RELATED REQUIREMENTS PRIOR TO THE SERVICE.

9. FORCE MAJEURE

9.1 THE COMPANY SHALL NOT BE LIABLE FOR DELAY OR FAILURE TO PERFORM ITS OBLIGATIONS DUE TO CIRCUMSTANCES BEYOND ITS REASONABLE CONTROL, INCLUDING SEVERE WEATHER, ILLNESS, OR TRANSPORT DISRUPTION.

10. DATA PROTECTION

10.1 THE COMPANY IS THE DATA CONTROLLER FOR ALL PERSONAL DATA PROVIDED.

10.2 DATA IS USED SOLELY FOR SERVICE DELIVERY, ADMINISTRATION, AND LAWFUL BUSINESS PURPOSES.

10.3 PERSONAL DATA WILL NOT BE SHARED WITH THIRD PARTIES WITHOUT CONSENT, EXCEPT WHERE LEGALLY REQUIRED.

10.4 CLIENTS MAY REQUEST ACCESS TO, CORRECTION OF, OR DELETION OF THEIR PERSONAL DATA IN ACCORDANCE WITH UK GDPR.

11. STAFFING AND CONDUCT

11.1 ALL CLEANING STAFF PROVIDING SERVICES ARE EMPLOYED DIRECTLY BY MEREDITHS MAIDS, UNLESS OTHERWISE EXPRESSLY AGREED IN WRITING.

11.2 CLIENTS MUST NOT SOLICIT, ENGAGE, OR EMPLOY COMPANY STAFF DIRECTLY OR INDIRECTLY FOR CLEANING SERVICES OUTSIDE OF MEREDITHS MAIDS. ANY SUCH ACTION CONSTITUTES A MATERIAL BREACH OF CONTRACT.

11.3 IN THE EVENT OF BREACH OF CLAUSE 11.2, THE COMPANY RESERVES THE RIGHT TO CHARGE A RECRUITMENT AND LOSS FEE EQUIVALENT TO 20% OF THE EMPLOYEE'S ANNUAL REMUNERATION OR £2,500 (WHICHEVER IS GREATER).

11.4 IF THE CLIENT IS DISSATISFIED WITH A PARTICULAR CLEANER, THE COMPANY WILL USE REASONABLE ENDEAVOURS TO PROVIDE AN ALTERNATIVE, SUBJECT TO AVAILABILITY.



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12. PRICE REVIEWS

12.1 THE COMPANY RESERVES THE RIGHT TO REVIEW AND ADJUST PRICING ANNUALLY OR UPON CHANGES TO MINIMUM WAGE LEGISLATION, OPERATING COSTS, OR SCOPE OF SERVICES.

12.2 THE CLIENT WILL BE GIVEN NOT LESS THAN 30 DAYS' WRITTEN NOTICE OF ANY PRICE INCREASE.

13. DIRECTOR / PERSONAL LIABILITY (SMALL COMPANIES)

13.1 WHERE THE CLIENT IS A LIMITED COMPANY WITH FEWER THAN FIVE DIRECTORS OR EMPLOYEES, THE COMPANY MAY REQUIRE A DIRECTOR OR AUTHORISED OFFICER TO PROVIDE A PERSONAL GUARANTEE FOR PAYMENT OBLIGATIONS UNDER THIS CONTRACT.

14. ACCESS, KEYS, AND SECURITY

14.1 WHERE KEYS, ACCESS CODES, ALARM CODES, OR SECURITY FOBS ARE PROVIDED, THE CLIENT REMAINS RESPONSIBLE FOR ENSURING THEY ARE CORRECT AND UP TO DATE.

14.2 THE COMPANY SHALL NOT BE LIABLE FOR ANY ALARM ACTIVATION, SECURITY CALL-OUT CHARGES, OR DELAYS CAUSED BY INCORRECT ACCESS INFORMATION.

15. GOVERNING LAW AND JURISDICTION

15.1 THESE TERMS AND CONDITIONS AND ANY DISPUTE OR CLAIM ARISING OUT OF OR IN CONNECTION WITH THEM SHALL BE GOVERNED BY AND CONSTRUED IN ACCORDANCE WITH THE LAWS OF ENGLAND AND WALES.

15.2 THE COURTS OF ENGLAND AND WALES SHALL HAVE EXCLUSIVE JURISDICTION TO SETTLE ANY DISPUTE OR CLAIM ARISING OUT OF OR IN CONNECTION WITH THIS CONTRACT.