

T: (01952) 250236 E: info@mrsmopp.com W: [www.mrsmopp.com](http://www.mrsmopp.com)

**1. Works**

1.1 Mrs Mopp Domestic Services (UK) Ltd – Herein referred to as (MMDS) agrees to perform cleaning works as specified in our “standard cleans” or “domestic deep clean” brief or as put in writing to the client prior to the commencement of works.

1.2 Should any additional works be carried out or requested above and beyond our “standard“ or “domestic deep clean” cleaning task sheets, they tasks may be charged for separately depending on additional works required. Any additional works/costs would be put in writing

1.3 This document, (Terms Of Business) represents a contract. This contract is made between Mrs Mopp Domestic Services (UK) Ltd (MMDS) and the homeowner/tenant of the domestic property quoted, herein known as the “client”. The Terms Of Business are deemed as accepted by the client once instruction is given to clean or by booking MMDS services in any medium i.e. house visit quotation, via telephone or e-mail or verbally. This document is also sent to all quote requests, is on our website and is in our client handbook.

**2. Our costs**

2.1 The rate for the MMDS regular standard domestic cleaning service, on the clients domestic property, is as detailed on the written/emailed quotation supplied to the client upon quotation and is in relation to the property quoted on only. Rates for MMDS services are listed on our website: [www.mrsmopp.com](http://www.mrsmopp.com) and are always correct at date of publishing.

 2.2 The rate will be reviewed annually and may be increased in relation to the changes of law with regards to minimum wage and/or changes within the economy. Rate changes will happen automatically every year, and all/any price changes will take effect 1st October every year.

2.3 If the clean is situated more than 10 miles away from our office address, the additional mileage, over 10 miles, will be charged at £0.30 per mile to the client to cover Moppette travelling costs.

2.4 Our rate for deep cleans is £35.00 per hour within a 5 mile radius of TF1. Over 10 miles will be charged at £0.30 per mile travelled.

2.5 Our rate for a one off standard clean will differ from our standard pricing and will be priced on application.

2.6 We may run special offers for cleaning services through our website, Twitter and Facebook pages that may alter from our standard prices and are for a short time period only and come with their own terms and conditions attached.

**3. The Service**

Mrs Mopp Domestic Services (UK) Ltd employs all of their employees direct and is responsible for the PAYE, Insurance and training. We do not use self employed cleaners. All cleaners come in teams of two, unless a single cleaner has been arranged with the client, or is more suitable to the client and/or properties needs. We have teams of two for lifting, health & safety reasons, and lone worker rights, and to limit interruptions to our clients service. All deep cleans are teams of two.

3.1 It is the duty of MMDS to introduce only reliable, trained and trustworthy domestic cleaners into our client’s homes and every possible step of vetting, referencing and training is applied.

3.2 While the MMDS takes care in obtaining and checking references and interviewing potential applicants, the Client is strongly advised to satisfy themselves with the suitability of the cleaner, if the client is not happy with their “Moppette” or their “Moppette Team” please report it to our offices ASAP (01952) 250236

3.3 We employ all our cleaners directly. We do not use agencies or self employed cleaners.

3.4 MMDS will provide a replacement team/cleaner – or a different cleaner within the team in the event of only one member being absent. If the Client’s regular cleaning team/cleaner is not available, due to illness or holiday or termination of employment. Clients must reasonably accept that matters are sometimes beyond the control of MMDS, and in order to not interrupt your service we will always offer to send a different cleaner/team before any other measures such as cancellation.

3.5 Our cleaners work Monday to Friday and do not work Bank Holidays or weekends, unless specifically arranged and agreed to by our office. We have a one-week full shut down over the Christmas period. Dates are always given on our November client newsletter.

3.6 MMDS is responsible for providing a trained cleaning operative, a cleaning schedule for the property, and cleaning materials – if stipulated at booking of service. MMDS will provide all equipment, except a vacuum cleaner and a mop and bucket, when attending a regular cleaning service; this is due to infection and contamination control. If a client cannot provide a vacuum cleaner or mop, they must inform our offices 24 hours prior to the start of their cleaning service, so that MMDS may arrange for a vacuum, to be delivered onsite.

3.7 Clients must take all reasonable responsibility in providing an efficient, safe and fully working vacuum. If it is not in full working order, the result from the cleaning may not be 100% successful and MMDS cannot be held responsible and will therefore give no refund or free clean against the 24hr guarantee.

3.8 If the client chooses to use their own cleaning products, no liability, whatsoever, will be accepted for any damage caused by other, non- tested, third party cleaning materials or products.

3.9 Minimum Cleaning Requirements with MMDS:

* 2 hours minimum for regular cleaning - weekly
* 2 hours minimum for regular cleaning - fortnightly,
* 3 hours minimum for regular cleaning - monthly
* 3 hours minimum for one-off or spring cleaning/end if tenancy/deep cleans.

3.8 The Client may cancel/skip a cleaning visit free of charge by giving 24 hours or more notice to our offices. If a 24 hr notice is not received MMDS may charge 50% of the cleaning service value at the discretion of the manager.

3.9 Should MMDS have to cancel a clean, for whatever reason, without 24 hours notice to the client or without offering the client another Moppette or time slot, the client will be compensated for 50% of their clean on the following months invoice for any inconvenience that has been caused. We will always endeavour that the client is offered an alternative cleaner/team and/or day or time to try to avoid this situation wherever possible.

3.10 The Client may terminate their regular cleaning service, at any time, by giving one-week notice specifying their last cleaning time by email or letter – telephone calls and/or text messages are not accepted as a form of cancellation and the client may still be charged cancellation rates, as per 3.8, until the client addresses the termination by writing or email. All emails must have a proof of sent status to be viable.

3.11 If the client is unhappy with any area of their clean service it must be reported to either the office or to the domestic supervisor within 24 hours so that we may remedy the situation immediately. The client must allow reasonable access to the property to remedy the clean. Any calls after the 24hr period may not be eligible to our guarantee to have works corrected free of charge or receiving any form of discount. This is at the discretion of the manager.

3.12 Should the client not be home when arranged, forget to leave a key, and/or change locks without informing our offices etc., the client will be charged the full cost of their standard clean for “lock-out”

**4. Our Cleaners**

4.1 We have a thorough vetting system for all our cleaners, aka, “Moppettes”. All applicants are interviewed at our offices and to ensure their suitability they are taken on a trial clean at one of our training houses. All cleaners are put on a 16 week probationary period, and are given full housekeeping training, COSHH and Health and Safety training. We require cleaners to provide us with verifiable photographic proof of identity, address and three references. Our cleaners are employed directly by Mrs Mopp

**Cleaning Services**

4.1 All cleaners are not permitted, by their own contracts, to work for, or approach for work, any clients of MMDS, either while still employed by MMDS or after their employment with MMDS has been terminated, for a minimum of a 3 month period from end of employment. The clients of MMDS are not permitted to approach the Moppettes for the same duration or while in the employment of MMDS. Should MMDS become aware that a cleaner and/or client has gone against our employment contracts and/or our terms of business; legal proceeding will, without doubt, will be instigated with both parties by MMCS for breach of contract and loss of earnings to the full extent of the law.

4.2 Our Moppettes complete weekly timesheets for all hours worked. We have a full record every clean. It is a gross misconduct offence for Moppettes to claim for hours not worked.

4.3 Clients must take all reasonable care for the safety of our cleaners within their domestic i.e. bolted in fireplaces, shower screens, bookcases etc. Should a client have an area that is not 100% safe or requires for us to act a certain way with the object, please inform our offices or domestic supervisor prior to the clean taking place.

4.6 All our cleaners live in the local area to the clean.

4.7 All of our cleaners sign a confidentiality agreement for all information they hold, know, see and/or are privy too.

**5. The Fees and Payment**

5.1 All invoices are sent out on the 25th of every month and are due to be paid no later than the 1st day of the next month – this allows all cleans to be completed for the month and checked off. All one off cleans and domestic deep cleans will be invoiced and payable immediately after the cleaning service is complete.

5.2 Should a client be late in paying their invoice they will receive a reminder one week after the due by date of the invoice. All cleaning work will cease if the account is not paid within 7 days of the first reminder. If the account is still overdue at the end of the month a second and final letter will be sent, allowing another 7 days to pa, where we then commence court action; This involves adding recovery costs of £80.00 and a daily interest on the debt of 4% until the account is brought up to date or judgement is made.

5.3 MMDS reserves the right to cancel the cleaning service with immediate effect with our clients due to continual non payment, violence, extreme harassment or intimidating behaviours by a client towards any member of MMDS

5.6 In case of a complaint, MMDS requires to be notified within 24 hours after completion of the cleaning works.

5.7 Mrs Mopp Cleaning Services reserves the right to make any changes to any part of these Terms and Conditions.

Facebook: www.facebook.com/mrsmoppcleaningservices Twitter: [www.twitter.com/MrsMoppUK](http://www.twitter.com/MrsMoppUK)

[**WWW.MRSMOPP.COM**](http://WWW.MRSMOPP.COM)

Reg office: 41 Caldera Road, Hadley, Telford, TF1 5LT

Mrs Mopp Cleaning Services (UK) Limited

Registered in England & Wales: 7816357