

# Terms and Conditions

June 2020



## 1. DEFINITIONS

In these Terms and Conditions:

"Housework" describes Pristine Home Cleaning

"Housework Regular Customer" means a Housework customer who has booked a minimum of four cleans

"Housework One-Off Customer" means a Housework customer who has booked between one and three cleans

"Booking" means the use of one of our services on one particular occasion.

"Office Working Day" Monday to Friday 8:00 am to 5:00 pm excluding Bank/ Public Holidays.

## 2. APPLICATIONS

All Bookings for Pristine Home services are made on these Terms and Conditions only to the exclusion of any other terms and conditions, whether written or oral. No alteration to the Terms and Conditions is valid unless contained in a letter signed on behalf of the company by an authorised signatory.

## 3. PRICING & PAYMENT TERMS

### 3a. Price Changes/VAT

All prices are subject to change and are currently subject to VAT at 13.5% . Existing customers will be given 30 days notice of any price changes.

### 3b. Minimum and Administration charges

Housework Regular Clean - from €85.00

Housework One-Off Clean - from €295.00

Parking where Pristine Home pay parking fees - Fee as paid

Invoices/Receipts sent electronically - no charge

Invoices/Receipts sent by standard mail - per transaction € 5

Failed/Returned payments from our banks - per transaction €15

### 3c. Payment method

Payment for all cleaning services may be made by debit / credit card or by Direct Debit. Payment where credit terms are agreed will **only** be accepted by Direct Debit. Cash and cheques are not acceptable. Payments should be made through the company office and not the cleaning staff.

### 3d. Payment timing

Payment must be made to Pristine Home immediately on completion of the service. Pristine Home reserve the right to charge your debit/credit card with the full cost of job should payment not be received within **24 hours** of completion of the job.

### 3e. Cancellation of payment

Cancellation of payment for all cleaning services being made by debit / credit card or by Direct Debit must be made in writing, either by email or standard mail to the company's offices in Tallaght, Dublin 24. Any such notification must be made and received by this company before any related cleaning service has started.

## 4. CANCELLATION / NON DELIVERY OF SERVICES

Any notice of cancellation after 5:00 pm is deemed to be received at 8:00am the following office working day. In particular notice given after 5:00 pm on a Friday will not be received till 8:00am the next office working day.

### 4a. Customer Cancellation / Non Attendance

**Housework Regular Clean Cancellation.** Housework Regular Cleaning prices are set lower than One Off Cleaning prices on the basis that at least four cleans will be provided. If the service is cancelled before four cleans have taken place, those cleans which have taken place will be charged at the full Housework One Off Cleaning rate. After 4 cleans have taken place, cancellations of further cleans will be charged at 100% where less than 24 hours notice is given, and 50% where between 24 and 48 hours notice is given.

If a Housework Regular Cleaning service is cancelled for 3 consecutive occasions then it will be assumed that the whole service has been cancelled. Any resumption of the service will require to be rebooked by the customer.

**Housework One-Off Clean Cancellation.** For cancellations within 24hours, 100% fee will be charged. For cancellations between 24 hours and 48 hours notice, 50% will be charged. If Pristine Home is unable to gain access to the property, as a result of customer failure to make reasonable arrangements for access, Pristine Home will charge the full cancellation fee.

### 4b. Pristine Home Cancellation / Non Attendance

Pristine Home will not be liable for any delay to or cancellation of the services caused by circumstances beyond our control (including but not limited to fire, flood, strike, exceptional traffic circumstances, lack of adequate power or breakage or failure of machinery or apparatus). In such circumstances Pristine Home will use its best endeavours to arrange an alternative time suitable to both parties for the performance of its services. Where Pristine Home fails to carry out an agreed service due to circumstances within our control, our liability shall be limited to providing the agreed service at no additional charge at a mutually convenient alternative time and in no event shall Pristine Home be liable for any other losses including loss of profit or consequential loss.

### 4c. Delay Due to Builders / Decorators Being on Site

Any delay due to builders or decorators being on site at the agreed time of a clean may result in additional time being required for the clean or the clean being postponed till a later date. Furthermore it may not be possible to provide the standard of service originally agreed due to no fault of Pristine Home. Additional time will be charged at the same rate as agreed for the Full clean while a delay will result in a 50 % charge of the original in addition to the full charge for the completed clean.

## 5. WORKING CONDITIONS

### 5a. Health & Safety

The company Covid-19 policy forms part of our terms and conditions, and should be read in conjunction with this document.

In order to protect our employees, they are instructed not to enter an environment they consider to be unsafe, dangerous to health, or inoperable for any reason, but are instructed to withdraw from the premises and to report the problem. In this event the customer will be charged 100% of the cost of the Booking.

Should the Housework be rescheduled (after the environment has been rendered safe) the customer will be charged an additional fee equivalent to 50% of the cost of the original Booking.

### 5b. Equal Opportunities

Pristine Home is an Equal Opportunities Employer. We recruit our employees on the basis of their ability to do the job and aim to ensure that all employees are treated equally regardless of ethnic origin, religion, sex, age, marital status, nationality, sexual orientation or disability.

## 6. HOUSE CLEAN AFTER BUILDERS

Pristine Home DO NOT clean paint spills, plaster, residue from stickers or cement deposits, nor do we remove silicon, stickers, plastic covers from windows, fittings or worktops. Neither do we remove builder's rubble or residue.

## 7. USE OF CUSTOMERS' EQUIPMENT

Our staff are strictly instructed not to use any of your personal equipment while in your home. You agree to permit staff members to use the telephone ONLY to call the Customer Service team on a local number if necessary.

## 8. LIABILITY

### 7a. Key holding

Pristine Home undertakes to provide security for your keys at all times. In the unlikely event of any keys being lost by Pristine Home, we will make appropriate arrangements as soon as reasonably possible. Pristine Home shall not be liable for any loss or damage as a result of a delay caused by you.

### 7b. Liability for death or personal injury

Nothing in this contract shall limit or exclude Pristine Home liability for death or personal injury caused by negligence.

## 9. COMPLAINTS

In the event of you being dissatisfied with the service you have received from Pristine Home, you should contact the Pristine Home Customer Service team within 24 hours. Pristine Home will endeavour to ensure that all your concerns and complaints are resolved quickly and amicably with our Customer Service team.

It is the policy of Pristine Home to send a Service Team to rectify the matter under complaint and that requires you to facilitate access for that team and their supervisor. Pristine Home do not accept any responsibility if you have resolved the matter yourself.

## 10. COMPENSATION

### 9a. Housework

**Damage to / Loss of Property.** In the event of damage or loss as a result of negligence, the liability of Pristine Home shall be limited (at Pristine Home discretion) to repair or replacement cost of the item, taking into account its age wear and tear and condition. Pristine Home does not accept any responsibility for damage arising from faulty curtain rails or shower doors. Pristine Home shall not in any event be liable for any loss of profit or consequential loss.

### 9b. Floors

In the event of damage or scratching to floors, the liability of Pristine Home shall be limited to damage caused by the use of Pristine Home equipment only. Pristine Home does not accept any responsibility for damage caused to floors should a customer's furniture be moved for the purpose of cleaning.

### 9c. Claiming Compensation

Any claim for compensation must be notified to the Customer Service team as soon as possible and in any event within 24 hours of the damage occurring. Pristine Home requires access to inspect the matter concerned before any compensation is agreed. Pristine Home do not accept any responsibility if you have resolved the matter yourself.

### 9d. Electrical

If for any reason Pristine Home use or turn on an electrical appliance or fitting (e.g. Kettle or electric shower) for the purpose of cleaning your home, then it is assumed that any such appliance or fitting is in full working order. Pristine Home do not accept any responsibility for any electrical failure of such appliances.

## 11. USE OF CUSTOMER INFORMATION

The information you give will be held and used by Pristine Home to perform the business for which we are registered. Full details of our Data Protection Policy are available in our Privacy Policy.

**Pristine Home Head Office:**

**Unit 7  
Tallaght Business Centre,  
Whitestown Road,  
Tallaght, Dublin 24.  
D24 RY95**