

General Terms and Conditions for Amazing Maids Cleaning Services

Deep Cleaning Service definition:

Ideal for Move in / Move out clean and one time off deep cleaning.

This service includes:

- Thorough dusting and vacuuming of entire space
- Deep Cleaning of all internal windows and window frames.
- Grease removal from kitchen walls, and counters.
- Thorough of all cabinetry and cupboards.
- Cleaning of balcony and balcony rails from inside.
- Thorough cleaning of all floors.
- Removal of grime build up in bathroom bath, toilet, shower heads and taps.

This service **does not include:**

Cleaning Patio or Garage, outside window cleaning (extra charges apply for this services)

Cleaning Materials Definition:

1-All purpose Cleaner

2-Disinfectant

3-Toilet Cleaner

4-Cream for hard spots

5-Bucket

6-Mop

7-Brush

8-Wiper

9-Sponges

10-Set of cleaning cloths

Terms and Conditions

These terms and conditions constitute the full and complete service agreement (the "Agreement") between you (the "Customer") and Amazing Maids Cleaning Services. ("Service"). Please take some time to review this Agreement.

Definitions:

Normal House Cleaning Service: Tidy up, dusting, mopping, vacuuming, clean kitchen surfaces and floors, clean bathroom, cleaning indoor windows.

Deep Cleaning Service: Clean outside windows, washing balconies, washing floors, clean inside cupboard, removing build up grease and dirt, reaching high areas with ladder.....etc.

Disinfection Service: Spraying all surfaces, floors, kitchen, bathroom, furniture, glass, door, switches, pathways and up to man Height , using SABS approved chemicals.

A. Cleaning services

1. Subject to the terms of this Agreement, Amazing Maids Cleaning Services agrees to provide domestic, office cleaning, end of tenancy, move in, after party, after builders, window cleaning or ironing services (the "Service") to the Customer at an address specified by the Customer (the "Premises").
2. The Service will be for such cleaning duties as agreed with the Customer at the time of booking.
3. Amazing Maids Cleaning Services. will provide one or more cleaners (the "Cleaner") to attend the Premises to provide the Service at a time and date mutually agreed between Amazing Maids Cleaning Services and the Customer (the "Service Time").
4. Amazing Maids Cleaning Services. endeavour to provide the Service faithfully, diligently and in a timely and professional manner.
5. For Services such as End or Pre tenancy cleaning, after builders, move in, after party on spring/deep cleaning Amazing Maids Cleaning Services can provide cleaning materials and equipment's (upon request and subject to additional charge). All cleaning equipment are safe and in full working order.
6. If any estimate is given on how long it will take our cleaners to do the job, this is only an estimate based on the average time it takes to clean a home of similar size. It is difficult to estimate precisely how long the job may take and a degree of flexibility may be required.
7. Our acceptance of your booking brings into existence a legally binding contract between us.
8. Amazing Maids Cleaning Services will advise all Cleaners to keep clients keys safe at all times and to not keep the Customers address attached to them; although Amazing Maids Cleaning Services does not take responsibility for any loss or damage should this occur.
9. Amazing Maids Cleaning Services will endeavour to make every reasonable effort to replace your preferred Cleaner in the event of sickness or holiday, subject to availability.

B. Satisfaction Guarantee

Your satisfaction is guaranteed. If you are not completely satisfied with any the standard of service provided by the Cleaner, Amazing Maids Cleaning Services will introduce them with a replacement Cleaner as soon as possible,. Please contact the office as soon as possible during our normal business hours in 24 hours.

Representations and warranties

The Customer represents and warrants that:

1. It will provide a safe working environment at the Premises for the Cleaner to perform the Service;
2. The Cleaner will have unencumbered and unobstructed access to those areas of the Premises requiring the Service;
3. It will provide the Cleaner with access to all services and utilities (including hot and cold water, electricity, and rubbish bins) as required by the Cleaner to provide the Service;
4. The client agrees to behave nicely to the Cleaner and to treat her/him with respect.
5. The Customer will advise Amazing Maids prior to the commencement of the Service of any hazards, slippery surfaces, risks or dangers, ingrained dirt, grease or grime at the Premises.

6. It is authorized to use the Premises and obtain the provision of Service.
7. If the Customer requires the Cleaner to clean behind or under any heavy items (e.g. a fridge, bookshelf, or other furniture), it will move those items prior to the commencement of the Service; and it will secure or remove any fragile, delicate, breakable or valuable items, including cash, jewellery, works of art, antiques, or items of sentimental value prior to the commencement of the Service.
8. Fridges and Freezers must be thoroughly defrosted before cleaning can start. Kitchen cupboards must be emptied before cleaning can start. They will not be covered by the terms if this is not the case. Ovens must be in a condition that will enable thorough cleaning with standard professional chemical products.
9. We will do our best to make sure your electrical appliances, microwave, oven, fridge/freezer, are cleaned to a high standard. However, if they have not been cleaned since they were purchased we won't be held liable for ingrained dirt that cannot be shifted using standard professional chemicals.
10. The cleaner is not responsible of segregating the laundry before washing. If for any reason discoloration or spots appear, Amazing Maids will not be held responsible.
11. The Customer agrees to fully instruct/show (included the materials) to the Cleaner how to use machines (such as washing machine, dryer, iron or any other) if service require.
12. A charge (no refund) appears for you if the Customer is away and don't inform us that won't need Service.

C. Health and safety risks

1. The Cleaner may, either before or during the provision of the Service not use or cease using any materials or cleaning equipment provided by the Customer if The Cleaner thinks, in their absolute discretion, that the use of such materials or cleaning equipment poses a risk to health and safety.
3. The Cleaner may, either before or during the provision of the Service not provide or cease the provision of the Service where carrying out the Service presents, in the absolute discretion of the Cleaner, a risk to health and safety.
- 4- The Cleaner may, either before or during the provision of the Service not provide or cease the clean of Animal and Human waste. Waste is not just an urban menace: it is an environmental pollutant and a human health hazard! Animal waste can contain bacteria, parasites, and pathogens that can directly and indirectly cause people to get sick.

D. No engagement of cleaners

1. The Customer acknowledges Amazing Maids Cleaning Services invest significant resources in recruiting, selecting and training its Cleaners. Amazing Maids Cleaning Services give prior written permission, the Customer must not, directly or indirectly, engage, employ or contract with any Cleaner to provide domestic services to the Customer or any associate of the customer for any period during which services are provided by Amazing Maids Cleaning Services or for a period within 12 months after the conclusion of any Service.
2. The Customer acknowledges that Amazing Maids Cleaning Services may suffer loss and damage, including, without limitation consequential loss, as a result of a breach of this clause by the Customer.
3. The Customer acknowledges that have to pay Amazing Maids Cleaning Services the amount of R5000.00 if employ the Cleaner direct or indirect within 12 months after the

conclusion of the Agreement. Amazing Maids Cleaning Services keeps the rights to start legal procedure against the Customer.

E. Bookings

1. Our cleaning service may be ordered by telephone, e-mail, WhatsApp, or online and you agree to be bound by these terms and conditions.
2. At the time of booking the Customer must provide details of any hazards, slippery surfaces, risks or dangers, ingrained dirt, grease or grime located at the Premises.
3. Amazing Maids Cleaning Services provide all quotations at the time of booking, quotation will be sent via email to the Customer (if email address is provided).
4. Amazing Maids Cleaning Services reserve the right not to accept a booking for any reason.
5. These terms and conditions shall be governed by the relevant to The Republic of South Africa law, and by agreeing to be bound by them the customer agrees to submit to the exclusive jurisdiction of the relevant courts of the Republic of South Africa. Amazing Maids Cleaning Services reserves the right to make any changes to any part of these terms and conditions without giving any prior notice. Please check the website for updates.
6. **Domestic Cleaning:** A minimum of 2 hours per cleaning visit applies.
7. **One off /Spring Cleaning/After party:** A minimum of 4 hours per cleaning visit applies.
8. **End of Tenancy Cleaning:** We have a fixed prices for this service depending on size of the property;
9. After builders cleaning we will ask you for a "list to do" and then we can discuss how many hours are necessary to complete the job for you.

F. Payment terms

1. The Customer agrees to pay the price quoted by Amazing Maids Cleaning Services.
2. The cleaners will be paid by Amazing Maids Cleaning Services.
3. We accept the following payment methods from The Customer:- Bank transfer; weekly/fortnightly or monthly Contracts. We also accept debit or credit card (subject to additional charge). We can accept cash in limited cases and only after the authorization by Amazing Maids Cleaning Services.
4. The Customer agrees to pay Amazing Maids Cleaning Services for every hour of service carried by the Cleaner.
5. Amazing Maids Cleaning Services prepares contract invoices on the end of each month for services rendered in the previous month.
6. Amazing Maids Cleaning Services reserves the rights to charge the Customer a late payment fee of 10% for any overdue invoices; 20% for delay more than 10 days; 30% for delay more than 20 days.
7. Amazing Maids Cleaning Services reserves the rights to stop with immediate effect the cleaning services provided to the Customer in case of no payment received or delayed payment.
8. The keys are returned within five working days after the invoices have been paid in full.

G. Non Payment

Amazing Maids Cleaning Services will collect any outstanding monies owed to us. If as a result we have to use the court of law to secure payment, you agree to pay any debt collecting fees, court fees, legal cost, or interest that will occur due to the result of non payment of your outstanding bill.

H. Complaints

If the Customer is dissatisfied for any reason with the Service provided, it must inform Amazing Maids Cleaning Services within 24 hours of completion of the Service. Amazing Maids Cleaning Services strives to achieve 100% customer satisfaction and will endeavour to resolve the problem quickly and efficiently. We will not consider any complaints that are notified after a period of 24 hours. We will not be held liable for work not completed, or not completed to a good standard, if other people are present in the property when our cleaners are working and carrying out the job.

I. Exclusions and limitations

Amazing Maids Cleaning Services is not responsible for:

1. Not completing or providing the Service as a result of a breach of a warranty by the Customer (including a failure by the Customer to provide a safe working environment or unencumbered access to the Premises); or
2. Not completing or providing the Service as a result of the Cleaner not proceeding for health and safety reasons.
3. any loss or damage incurred by the Customer or any third party as a result of the effects of a force majeure, being any event beyond the reasonable control of Amazing Maids Cleaning Services.
4. Not completing or providing the Service due to an act or omission of the Customer or any other person at the Premises during provision of the Service.
5. existing dirt, wear, damage or stains that cannot be completely cleaned or removed;
6. any wear or discolouring of fabric or surfaces becoming more visible once dirt has been removed.
7. All fragile and highly breakable items, cash, jewellery, items of sentimental value, art and antiques.
8. The cost of any key replacement or locksmith fees, unless keys were lost by Amazing Maids Cleaning Services or the Cleaner.
9. Old stains that cannot be removed using normal cleaning methods.
10. Accidental damage due to faulty equipment.
11. Any accidental damage caused by a cleaner working for Amazing Maids Cleaning Services, if there is an outstanding amount owed to Amazing Maids Cleaning Services (excluding payment due for the cleaning visit when the accident happened).

J. Accidents, breakage, damage & theft

1. While our cleaners will treat your home with great care accidents can and do happen from time to time. Amazing Maids Cleaning Services have no public liability.
2. The Customer must inform Amazing Maids Cleaning Services of any incident where an accident, breakage, damage to property has occurred due to any act of the Cleaner within 24 hours of completion of the Service.
3. Any claims reported later than 24 hours after the clean will not be considered. If a report of damage is made on a Friday it must be reported by Saturday 12:00 pm to be accepted as a valid claim.
4. All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, jewellery, items of sentimental value, art and antiques.

5. We may require entry to the location of the claim within 24 hours to correct or assess the problem.

K. Cancellation

1. The Customer must provide Amazing Maids Cleaning Services with at least 24 hours notice prior to the Service Time, if they wish to suspend, postpone or cancel the Service for any reasons
2. **Domestic cleaning:** You agree to pay the 50% price of the cleaning visit if you cancel or change the date/time less than 24 hours prior to the scheduled appointment. You agree to pay the full price of the cleaning visit in the event caused by our cleaners being turned away for any reason; no one home to let them in; or a problem with your keys. If keys are provided they must open the lock without any special efforts or skills.

L. Cancellation by us

We reserve the right to cancel the contract between us if:

1. We have insufficient staff to fulfil the booking you have ordered;
2. We do not cover your area; or
3. One or more of the services you ordered was listed at an incorrect price due to a typographical error.
4. If we do cancel your contract we will notify you by e-mail within 7 days of your booking.
5. Notwithstanding the foregoing, nothing in these terms and conditions is intended to limit any rights you might have as a consumer neither under applicable local law or other statutory rights that may not be excluded nor in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence.
6. By entering into a contract with Amazing Maids Cleaning Services, you agree that after the termination of the cleaning service you will not hire or use any domestic services provided by a present or past cleaner introduced to you by Amazing Maids Cleaning Services, Amazing Maids will open a case in South Africa courts of illegal hiring of our cleaner.

M. Ownership of rights

All rights, including copyright, in this website are owned by or licensed to Amazing Maids Cleaning Services. Any use of this website or its contents, including copying or storing it or them in whole or part, other than for your own personal, non commercial use, is prohibited without our permission. You may not modify, distribute or repost anything on this website for any purpose.

N. Accuracy of content

We have taken care in the preparation of the content of this website, in particular to ensure that prices quoted are correct at the time of publishing and that all services have been fairly described.

O. Availability

All services are subject to acceptance and availability. If the service you have booked is not available, we will contact you by e-mail or phone (if you have given us details). You will have the option either to wait until the service is available or to cancel your booking.

P. Price

The prices payable for services that you book are as set out in our website, Amazing Maids has the right to change applicable contract prices given 7 days' notice. Extra Fee is of R20.00 applies on cash bookings.

Q. Contracts

While Contract terms and conditions are mentioned in each contract between Amazing Maids and the client, the following serves as addition and over writes any other contradiction term within the contract

1. Amazing Maids will cover Cleaner absence, refusal to work only, Amazing Maids will not cover any sick days or public holidays set by South Africa that result in cleaner absence, the Client has to pay for the above mentioned days fully.
2. Amazing Maids will provide medical insurance to cleaners injured at work. Amazing Maids has Nannies and Caregivers employed by us directly.

R. Amazing Maids policy

The Customer acknowledges that any information provided by the Customer may be used by Amazing Maids Cleaning Services for the purpose of providing the Service. Amazing Maids Cleaning Services agree not to share any information provided by the Customer with any third party not directly involved in the provision of the Service (unless required to do so by law).

S. Law, jurisdiction and language

This website, any content contained therein and any contract brought into being as a result of usage of this website are governed by and construed in accordance with English law. Parties to any such contract agree to submit to the exclusive jurisdiction of the courts of The Republic of South Africa. All contracts are concluded in English.

T. Changes to this agreement

Amazing Maids Cleaning Services reserve the right to update or modify these terms and conditions at any time without prior notice, and may do so by publishing an updated agreement on its website. Each updated agreement will take effect 24 hours after it has been published on the website.

Normal Cleaning Service definition:

This service includes:

Dusting, vacuuming, sweeping and mopping the floors in all rooms. Cleaning the bathrooms, including mirrors, toilets, showers and baths. Cleaning the kitchen, including wiping down appliances counters, sinks and cabinet doors. Washing and drying dishes and putting them away. Internal window cleaning, tidying up , washing cloth as instructed , ironing and folding.

*same cleaner for monthly packages. **This Service does not include:** Deep Cleaning and removing of grime or scale build up Cleaning Inside Cabinets and wardrobes. Furniture moving Patio or garage cleaning, Cleaning unreachable areas (over 1.6 meter) External window cleaning Fridge Cleaning has to be mentioned in booking ahead and Client must allocate minimum of 1 hour extra time.