

## HomeMaid Terms & Conditions

### 1. Definitions:

- 1.1. "We", "us": The company providing the services: company registered in Mauritius, HomeMaid Cleaning Services Ltd, BRN: C24209075
- 1.2. "You", "Client": The customer requesting the provision of the services.
- 1.3. "The Maid(s)": A person(s) introduced by us to you who will perform the works of general cleaning maid services of your home.
- 1.4. "Services": The cleaning services as agreed by us:
  - 1.4.1. "Regular Cleaning": 2hours and 30mins services limited to mopping/ sweeping of floors, vacuuming of carpets, making of beds, wiping only surfaces (no ornaments) of dust – such as kitchen counter tops, tables, coffee tables, bedside tables, general cleaning of bathrooms/ toilets/ showers.
    - 1.4.1.1. Note: No pressure washing of patio's/ terraces.
    - 1.4.1.2. Note: No window cleaning.
  - 1.4.2. "Deep Cleaning": 6-8hour services limited to mopping/ sweeping of floors, vacuuming of carpets, making of beds, wiping of wooden furniture, wiping of surfaces such as kitchen counter tops, tables, coffee tables, bedside tables and dusting display items such as ornaments etc., general cleaning of bathrooms/ toilets/ showers, cleaning of windows, window sills, cleaning dust inside kitchen/linen cupboards, cleaning inside fridge/ oven/ hob/ microwave, 1 x patio pressure washer cleaning
    - 1.4.2.1. Note: Additional patios are charged as extra, it is your responsibility to communicate to us if you have more than one patio
- 1.5. "Site" means the place or places identified as the place or places where the general cleaning is to be performed.
- 1.6. These Terms of Business are the only terms on which HomeMaid maids will service its clients and any other terms put forward by the client are excluded, unless prior arrangement has been made between the yourself and us at an additional cost

### 2. HomeMaid Obligations and Services:

- 2.1. All our Maids use our company owned equipment, materials & cleaning products. Unless client specifically provides these – which must be communicated to us by you.
- 2.2. We will request all maids do not take large bags other than small handbags onto the premises and we will relay to all maids to comply to security procedures in place.
- 2.3. If you wish to terminate your service, this must be done in writing and giving 4 weeks' notice if you are on a monthly contract.
  - 2.3.1. On termination, all payments to HomeMaid need to be paid up to date. The service will continue until it is terminated by yourself or us.
- 2.4. We will provide cleaning equipment for The Maid's and we will keep all equipment in good working condition.
- 2.5. We replace all our cleaning equipment regularly.

2.6. We keep all our hoovers and other cleaning equipment in good working order.

### 3. Fees and Payment

- 3.1. We require payment directly into HomeMaid's bank account, cash shouldn't not be given to our maids, unless prior arrangement has been made between the yourself and us.
- 3.2. All prices are subject to an increase at any time at the discretion of HomeMaid.
- 3.3. Refunds cannot be considered for missed cleans when the cleaning hours have been lost due to event beyond our reasonable control (Acts of God or Force Majeure). This may include, but is not limited to fire, flood, weather conditions, civil and industrial disturbances, power surges or failure and delays or failures by suppliers, subcontractors, utility companies, telephone companies, or other company providers.

### 4. Your Obligations

- 4.1. You will grant access for the maids to the property during the agreed hours and will take reasonable steps to ensure the maid's are not obstructed in their duties by yourself or any visitors to the property, including pets etc.
- 4.2. Our maids are not attend the property when you are not there. unless prior arrangement has been made between the yourself and us.
- 4.3. You will ensure the premises are adequately lit and remain safe for work and you comply with all statutory requirements for the health and safety at work for the maids. We may withdraw our maids from your premises if they or us feel they may be exposed to undue risk or danger, or are being mistreated by you.
- 4.4. Our maids are not authorised to hold any keys to your property. unless prior arrangement has been made between the yourself and us.
- 4.5. You agree to the clear work instructions and cleaning activities as per the invoice issued to you by us.
- 4.6. You will not request the maid's to perform any work outside of the general cleaning services listed on the invoices. All extra cleaning services that you need, must first be approved by us, we cannot guarantee that this will be performed on the day, and you may have to reschedule and book an appointment with us for our maids to perform the extra cleaning services
  - 4.6.1. In particular;
    - 4.6.1.1. You agree that you will not request the maids to be involved in child care, baby-sitting or any personal care assistance.
    - 4.6.1.2. You agree that you not request the maids to work outside the property requesting any gardening duties, or dog walking.
    - 4.6.1.3. If you require your cleaning day or hours to change, you must inform us immediately. We cannot guarantee immediate cover to any change of days or hours.
    - 4.6.1.4. You agree to not undertake any further cleaning hours without instruction to us and further payment made to us.
    - 4.6.1.5. Our maids are not authorised to do any laundry tasks, such as but not limited to: washing of laundry, hanging up of laundry, folding of laundry, packing away of laundry.
    - 4.6.1.6. Our maids are not authorised to cook and make meals for you.
    - 4.6.1.7. Our gardeners are not authorised to remove any building rubble or cut down trees.

- 4.6.1.8. Our gardeners will take all garden refuse and they will place this at the municipal dustbin at your home.
- 4.6.1.9. We provide all equipment, materials and chemicals, if you would like our team to make use of your equipment, materials or chemicals it is your responsibility to communicate/provide this.
- 4.7. You must notify us within 24 hours of any breakage or damage caused by the maid in writing with photographic evidence.

## 5. Insurance Cover

- 5.1. Clients are advised to use their own insurance for property and goods in the home.
- 5.2. We will have no liability to you for any loss of or damage to a property of yours except to the extent that the loss or damage is:
  - 5.2.1. Caused by the proven and factual evidence of malicious fault of our maids.

## 6. Liability Exclusion

- 6.1. We accept no liability for any failure of service in any way relating to the terms and conditions including acts of gods.

## 7. Client Complaints

- 7.1. Any complaint about the performance of a maid must be made in writing to us within 48 hours of the occurrence and we will take all the necessary action, without cost to you to investigate and (unless it reasonably considers that the complaint was not justified) take any necessary remedial action.
- 7.2. In the absence of a complaint it will be assumed that you are satisfied with our services.

## 8. Suspension of Services

- 8.1. Failure by you to pay any payments due or comply with any of its other obligations under the terms and conditions will entitle us to suspend its services under the cleaning contract until you have complied with its obligations.
- 8.2. We reserve the right to cancel an agreement at any time if the maid's are treated disrespectfully.
- 8.3. If you terminate the contract, you agree to compensate us in full of any monies due to the us.

## 9. Cancellation Policy

- 9.1. We require 72 hours' notice for cancellations.
  - 9.1.1. If you are unable to provide us with at least 72 hours' notice, you will be subject to a cancellation fee of at least 20% of our once off regular cleaning rate.
  - 9.1.2. If you cancel in a period of 48 hours before your service is due or our Maids cannot gain access to your home on the scheduled appointment date, a cancellation fee will be charged to 50% of our once off regular cleaning rate.
  - 9.1.3. If you cancel on the day of service, or you are not available do not show for a confirmed appointment, the full fee of the accepted invoice will apply. This fee is to compensate us for the time that was reserved for your appointment.

## 10. Force Majeure

- 10.1. Please note that we continue to attend cleaning sessions during Cyclone Class 1 & 2 warnings.
- 10.2. During class 3 warning, due to the restrictions, we will not be able to attend cleaning sessions and there is no need to provide notification of cancellation.
- 10.3. If there are Heavy Rain Warnings, we will contact you to assess suitability for travel within 2 hours' notice prior to the scheduled cleaning session.
- 10.4. We will not be liable for any failure in the performance of any of its obligations under the terms and conditions and contract caused by factors outside its control. Any such event will be notified as soon as possible and we will take all reasonable steps to overcome the problem and resume its obligations.

## 11. Confidentiality

- 11.1. All information acquired by us relating to you will be treated as confidential and we will not make any use or disclosure of it..
- 11.2. Strictly no Soliciting of our maids

Client Signature:

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Full Name:

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Date:

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HomeMaid:



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