



Sun-Shine Cleaning Services

High Quality Cleaning and Professional Key Holding Services
for Private Homes, Holiday Rentals and all Commercial Premises

Telephone: (+34) 643 76 15 82

Web: www.sun-shinecleaningservices.com

Email: sunshinecleaning.es@gmail.com

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Terms of Service – Updated January 2021

'Sun-Shine Cleaning Services' will provide the service as requested by the 'Client' in line with a pre-agreed scope. This document outlines the general 'Terms and Conditions' of the 'Service'.

Definitions

1. 'Sun-Shine Cleaning Services' shall mean the service provider
2. 'Client' shall mean the person or business making the booking
3. 'Pre-agreed Scope' shall mean the service being booked in line with the service outline
4. 'Late Payment' shall mean outstanding financial balance(s)
5. 'Act of God' shall mean any situation out of either the 'Service Provider's or 'Client's' control

Pre-agreed Scope

The 'Pre-agreed Scope' shall mean the scope of the booking. For example, if the 'Client' has booked a Holiday Rental cleaning services, 'Sun-Shine Cleaning Services' will therefore provide said service in line with the services outlined via the 'Sun-Shine Cleaning Services' website. Any additional services requested outside of the 'Pre-agreed Scope' booked will be charged as 'extra's' and additional fee's will be added.

Charging Structure

'Sun-Shine Cleaning Services' will charge for the total agreed relating to the 'Pre-agreed Scope'. All charges made are either per hour or on a set cost basis; 'Sun-Shine Cleaning Services' do not make 'part hour' charges. All prices quotes are subject to IVA at the current rate.

Payments for Service

All charges must be paid in upon completion of the service in cash or by card payment on the day for clients without pre- agreed, signed credit agreements.

'Sun-Shine Cleaning Services' reserve the right to made addition charges for late payment. The 'Late Payment' charge will be at a rate of 12% every 7 (seven) days; 'Late Payment' charges will be levied for a maximum of 6 (six) weeks prior to potential legal action being taken to recoup all outstanding monies and any additional costs incurred.

Service Requirements

The 'Client' is responsible for ensuring basic requirements for cleaning are provided; these will include adequate lighting, safe flooring and roofing and hot and cold running water.



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Non-Delivery of Service

In the event the service cannot be delivered by 'Sun-Shine Cleaning Services', 'Sun-Shine Cleaning Services' will endeavour to inform the "Client" 48 hours prior to the booking. An additional date for delivery of the service(s) can be arranged and a 10% discount will be offered. Should 'Sun-Shine Cleaning Services' cancel the 'Client's booking with less than 47 hours' notice, a re-arranged booking may be made for which 'Sun-Shine Cleaning Services' will offer a 25% discount to the 'Client'.

In the event the 'Client' cancels the service, the following cancellation charges will be made.

Cancellation period	Charge Made
5 days or more prior to delivery of the service(s)	No charge
4 to 3 days prior to delivery of the service(s)	50% of invoice
2 days prior or less to delivery day of service(s)	75% of invoice
On the day of delivery of the service(s)	100% of invoice

Service Dispute

In the unlikely event the 'Client' finds reason for complaint, this should be raised to the management team within 24 hours of completion of service. Any complaints raised after this period will not be considered. Complaints will be investigated, and feedback given upon conclusion of any investigation. Should the complaint be upheld, negotiations will be held with the 'Client' to reach an amicable conclusion.

Damages

Sun-Shine Cleaning Services take no responsibility for any damages that may occur during the delivery of the service to any items due to wear and tear; examples of this may include door handles breaking, cup handles breaking, bulbs going out, tiles falling off etc. This list is non exhaustive. Damages that occur through acts of negligence from Sun-Shine Cleaning Services will be reimbursed at present value via our insurance providers; purchase receipts must be made available to Sun-Shine Cleaning Services for presentation to our insurers.

Pets and Animals

The client will be responsible for the health and safety and the wellbeing of any members of staff from Sun-Shine Cleaning Services whilst carrying out duties on your property. Any pets or animals must always be kept under control. Any attacks of any kind on any staff members of Sun-Shine Cleaning Services will be deemed as an offence and reported immediately to the relevant authorities. Compensation will be sought for any injuries or loss incurred as a result of any pet / animal attacks.



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Verbal and Physical Assaults

Verbal and Physical assaults on any member of staff from Sun-Shine Cleaning Services will not be tolerated under any circumstances. If our staff feel intimidated or threatened in any way, the service will cease, and the relevant authorities informed immediately.

Acts of God

Should either the 'Client' or 'Sun-Shine Cleaning Services' need to cancel the service(s) due to an 'Act of God', no charges will be levied by either party; this may include restriction imposed due to COVID-19 related issues.

This '**Terms of Service**' document is non-exhaustive – **Updated January 2021**