



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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(Incorporating 'Sun-Shine Key Holding Services')

Terms of Service – Updated January 2022

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'Sun-Shine Cleaning Services' and / or, 'Sun-Shine Key Holding 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'.

1. Definitions

1. 'Sun-Shine Cleaning Services' shall mean both Sun-Shine Cleaning Services and / or Sun-Shine Key Holding Services and will be referred to as 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

2. Pre-agreed Scope

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



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3. Charging Structure

'Sun-Shine Cleaning Services' and / or 'Sun-Shine Key Holding 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.

4. Payments for Services

Private Clients: All fee's must be paid in full upon completion of the service.

Commercial Clients: All invoices must be paid in full within 5 days of the invoice date.

'Sun-Shine Cleaning Services' and / or 'Sun-Shine Key Holding Services' reserve the right to made addition charges for late payment. The 'Late Payment Charges' (LPC) will be at a rate of 12.0% every 7 (seven) days; 'Late Payment Charges' will be levied for a maximum of 6 (six) weeks prior to action being taken to recoup all outstanding monies and any additional costs incurred.

Pre-payments: Where clients have been issued a 'Late Payment Charge' on three occasions within a six-month period, the 5-day credit facility will be withdrawn and pre-payment for all services will be required.

5. Service Requirements

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

6. Non-Delivery of Service

In the event the service cannot be delivered by 'Sun-Shine Cleaning Services' and / or 'Sun-Shine Key Holding Services', the 'Service Provider' will endeavour to inform the "Client" 48 hours prior to the booking. An addition date for delivery of the service(s) can be arranged and a 10% discount will be offered. Should 'Sun-Shine Cleaning Services' or 'Sun-Shine Key Holding 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' or 'Sun-Shine Key Holding Services' will offer a 25% discount to the 'Client'.

In the event the 'Client' cancels, or changes the date of service, the following cancellation charges will be made.

Cancellation / Change of Service 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



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7. Service Dispute

In the unlikely even the 'Client' finds reason for complaint, this should be raised to the management team within 24 hours of completion of service. Any complains 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.

8. Damages

All team members of both 'Sun-Shine Cleaning Services' and 'Sun-Shine Key Holding Services' take the utmost care when delivering our cleaning and key holding services, it's a fact of life that occasionally accidents do happen, 'Sun-Shine Cleaning Services' and 'Sun-Shine Key Holding Services' will take no liability for any damages that may occur during the delivery of the service unless through acts of gross negligence i.e., wilful damage in which case, compensation at current market value will be made.

9. Pets and Animals

The client will be responsible for the health and safety and the well-being of any members of staff from 'Sun-Shine Cleaning Services' or 'Sun-Shine Key Holding 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' or 'Sun-Shine Key Holding 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.

10. Verbal and Physical Assaults

Verbal and Physical assaults on any member of staff from 'Sun-Shine Cleaning Services' or 'Sun-Shine Key Holding 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.

11. Holiday Rentals Change-Over Cleaning Services

Sun-Shine Cleaning Services provide a first-class Holiday Rental cleaning service. To ensure we maintain our extremely high standard, clients are to ensure power (i.e., electricity) is provided along with access to hot water. Clients should ensure adequate bedding and towels etc. are provided to allow for a full change-over on the day of cleaning; Clients should take note of the terms detailed below.

Notice Period: a 5-day notice is required for all change-over cleaning services – we may be able to offer our services with shorter notice booking requests, but this is not guaranteed.



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Guest Check In's and Guest Check Out's: We allow a generous 45 minute additional waiting time from the 'Estimated Arrival Time' and 'Check-Out Times' issued at time of booking for your guests arrival / departure, (this is stated on your booking form) after that time period has expired, and only if our staff are available to wait longer which is not guaranteed, an additional charge of 20.00€ per hour (or part of) plus IVA will be levied. Should our staff be booked elsewhere, they will leave the property after 45 mins from the stated time of arrival, Sun-Shine Cleaning Service take no responsibility for guests not gaining access to the property due to late arrivals. Naturally, we will always do everything possible to assist where guests are extremely late, but we cannot guarantee our availability.

Pets: In some cases, additional cleaning fees may apply for end of rentals cleans where the guests have been accompanied by a pet(s).

Payments for Services: Please refer to 'Section 4'.

Laundry Service: All properties must provide a minimum of 2 full changes of bedding and towels - An 'A' set, and 'B' set as a minimum requirement. For example: 'A' set has been used by current guests, this set will be removed for laundry and 'B' set used in readiness for your next guest's arrival, The 'A' set that has been laundered will be ready for the next change-over when 'B' set is then taken for cleaning. Sun-Shine Cleaning Services will take no responsibility for any situations which may arise where inadequate numbers of bedding and/or towels are available at time of change-over cleaning.

12. Airport Transfer Requests

Using a 3rd party provider, Sun-Shine Cleaning Services can provide transfers to either Alicante or Mercia airports. Sun-Shine Cleaning Services take no responsibility for the service provided by this 3rd party nor any liability for lost luggage, break-downs, missed flights or any loss incurred.

13. Force Majeure

Should either the 'Client' or 'Sun-Shine Cleaning Services' and / or 'Sun-Shine Key Holding 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 and subject to change without notice or consultation – **Updated January 2022**