

Terms and Conditions

1. DEFINITIONS

In these Terms and Conditions:

"ESC" describes Essential Cleaning Solutions

"Cleaning" describes Essential Cleaning Solutions cleaning services

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

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

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

2. APPLICATIONS

All Bookings for ECS cleaning 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. Payment method

ECS Regular Clean and One-Off Clean customers may pay cheque or cash.

3b. Payment timing

Payment must be made to ECS on completion of the service

4. CANCELLATION/NON DELIVERY OF SERVICES

4a. Customer Cancellation/Non Attendance

Regular Clean Cancellation. 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 Cleaning 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.

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 ECS is unable to gain access to the property, as a result of customer failure to make reasonable arrangements for access, ECS will charge the full cancellation fee.

4b. ECS Cancellation/Non Attendance

ECS 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 ECS will use its best endeavours to arrange an alternative time suitable to both parties for the performance of its services. Where ECS 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 ECS be liable for any other losses including loss of profit or consequential loss.

4c. Consumer Protection (Distance Selling) Regulations 2000

Where a booking constitutes a distance contract pursuant to the Consumer Protection (Distance Selling) Regulations 2000, you will have the right to cancel the contract within 7 days of the formation of the contract, but you will not have the right to cancel the contract where the performance of the Cleaning has commenced.

5. WORKING CONDITIONS

5a. Health & Safety

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. If the Cleaning is rescheduled (after the environment has been rendered safe), the customer will be charged a fee equivalent to 50% of the cost of the original Booking.

5b. Equal Opportunities

ECS Services Ltd 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. 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 our Office on a local number if necessary.

7. LIABILITY

7a. Key holding

ECS undertakes to provide absolute security for your keys at all times. In the unlikely event of any keys being lost by ECS, we will make appropriate arrangements as soon as reasonably possible. ECS 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 ECS liability for death or personal injury caused by negligence.

8. COMPLAINTS

In the event of you being dissatisfied with the service you have received from ECS, you should contact the ECS office within 4 days. ECS will endeavour to ensure that all your concerns and complaints are resolved quickly and amicably with our Customer Service team.

9. COMPENSATION

9a. Cleaning

Damage to/Loss of Property. In the event of damage or loss as a result of negligence, the liability of ECS shall be limited (at ECS discretion) to repair or the replacement cost of the item, taking into account its age and condition. ECS shall not in any event be liable for any loss of profit or consequential loss.

9b. Claiming Compensation

Any claim for compensation must be notified to our Office as soon as possible and in any event within 4 days of the damage occurring.

10. USE OF CUSTOMER INFORMATION

The information you give will be held and used by ECS to perform the business for which we are

registered. This may include sending you details of ECS offers and services that may be of interest to you.

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