



Excellent cleaning solutions for domestic and commercial properties

## Service Agreement

- All work is to be paid for by the hour unless otherwise stated.
- Payment should be made by either by cash, bank transfer or standing order. Payments are to be made prior to any work being undertaken. Cash on the day is acceptable. Bank Details for BACS payments are Santander, Four Seasons Cleaning Company, Sort Code: 09.01.28 Account No: 88064492
- All work will be carried out, where possible, by your named member of staff whom you have met. Where this is not possible i.e sickness/staffing issues, a member of management will undertake the work temporarily.
- All work will be carried out by fully trained and fully insured members of staff, who will maintain professionalism at all times whilst in your home. All staff members will have had their references checked prior to their employment.
- Four Seasons members of staff are pet friendly. However if you feel your animal will be frightened by strangers in the home, and may cause the animal to fret or even attack the staff, we would ask that the animal be kept away for the duration of the work.
- If at anytime the service you receive falls short of your expectations we would urge you to make us aware of this (please see our complaints procedures) so subsequent errors are not made and any such errors are rectified immediately. Alternatively if you have any comments or suggestions that you would like to make about the service, please feel free to speak to a member of staff.
- Every key that is placed in our care is tagged and coded. The keys are then stored in the office safe. This safe is only accessible by members of management.
- Where the client has decided against giving the company a key to the property, the client agrees to allow access to the property for the work to commence. It may sometimes be necessary for the client to allow access earlier/later than the allocated time. If for any reason the company needs to change your allocated time this will be done where possible with 24 hours notice.

- All equipment is supplied by Four Seasons unless specialist items are needed, *for example* where the client is allergic to a particular item. This would need to be brought to the attention of management at the start of the contract.
- A checklist will be supplied to the client and we ask that you take the time to look over it. The check list is your way of communicating your needs with your key member of staff. This will be explained in your welcome interview.
- Any client details retained by Four Seasons are done so in accordance with the Data Protection Act 1998.
- A notice period of 2 weeks is needed by either party wanting to terminate this contract.