

# Terms and Conditions for Cleangenix Ltd

*Last updated: 09/01/2025*

These Terms and Conditions ("Agreement") govern the relationship between Cleangenix Ltd ("Company", "we", "our", "us") and the Client ("you", "your") for the provision of commercial and domestic cleaning services. By booking or using our services, you agree to these Terms and Conditions.

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## 1. Services Provided

Cleangenix Ltd offers professional cleaning services tailored to the needs of businesses and residential properties. The services include but are not limited to:

- **Commercial Cleaning:** Office cleaning, retail cleaning, communal cleaning, library cleaning, gym cleaning, education facilities cleaning.
- **Domestic Cleaning:** Regular home cleaning, deep cleaning, end-of-tenancy cleaning, holiday rental cleaning, carpet cleaning.
- **Specialised Cleaning Services:** Carpet and upholstery cleaning, window cleaning, and sanitisation services, biohazard cleaning, mould removal cleaning, antiviral cleaning.

The specific services you wish to engage Cleangenix for will be outlined in the service agreement or booking confirmation.

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## 2. Booking and Confirmation

- A booking is considered confirmed when Cleangenix has received an order via our website, phone, email, or in person, and we have acknowledged receipt and confirmation of the booking.
  - We reserve the right to refuse a booking if we believe the work scope is not suitable or if the Client fails to provide necessary access or information prior to the cleaning appointment.
  - By booking our services, you confirm that you are authorised to enter into this agreement and that the premises where the cleaning will take place are suitable for the services requested.
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## 3. Payment Terms

- **Fees:** The fees for services will be provided upfront in a quote, invoice, or pricing schedule. Prices may vary depending on the scope of work, the size of the premises, the frequency of the cleaning, and any special requirements.
  - **Payment Method:** Cleangenix accepts payment via bank transfer, credit card, cheque, or other agreed methods.
  - **Payment Schedule:** Payment is due upon completion of services unless otherwise agreed in writing. Payment must be made in full within [7] days of the invoice date. Payments made after this period will incur a late fee of [5%] of the total amount due, or a fixed late fee of £[20.00] whichever is greater.
  - **Non-payment:** If payment is not received within [30] days of the invoice date, Cleangenix reserves the right to suspend services and charge interest on overdue amounts at a rate of [10%] per month.
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#### 4. Cancellations, Rescheduling, and No-shows

- **Cancellations by Client:** You may cancel or reschedule a service up to [24 hours] prior to the scheduled date without penalty. Cancellations made less than [24 hours] before the service will incur a cancellation fee equal to [50%] of the total service fee.
  - **Cancellations by Cleangenix:** Cleangenix reserves the right to cancel or reschedule appointments due to unforeseen circumstances (e.g., illness, emergencies, equipment failure). If we cancel, we will offer you an alternative time or a full refund.
  - **Failure to Provide Access:** If we arrive at the scheduled time and are unable to access the property (due to no key, locked doors, etc.), a rescheduling fee of [£15] will apply.
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#### 5. Client Responsibilities

- **Access to Property:** You are responsible for ensuring that our cleaning staff have access to all areas to be cleaned. Please ensure that any areas that need special attention are clearly indicated before the cleaning begins.
  - **Information Disclosure:** You must provide accurate information regarding any cleaning requirements, hazards, or special instructions (e.g., allergies, fragile items, or pets). Cleangenix cannot be held responsible for damage resulting from inaccurate or incomplete information.
  - **Safety:** You must inform us of any safety risks in your premises, including but not limited to wet floors, hazardous materials, or damaged equipment.
  - **Removal of Personal Items:** While Cleangenix strives to provide the highest level of care, we are not responsible for any damage or loss to personal items left in the cleaning area.
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## 6. Cleaning Equipment and Supplies

- **Client-provided Equipment:** If you provide your own cleaning equipment, Cleangenix is not liable for any damages caused by the use of such equipment.
  - **Company-provided Equipment:** Cleangenix will provide all necessary cleaning equipment and supplies unless otherwise agreed. Should any special cleaning materials be requested, these will be invoiced separately.
  - **Damaged or Missing Equipment:** Clients are responsible for any damage to Cleangenix's equipment caused by negligence or misuse.
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## 7. Health and Safety

- **Compliance:** Cleangenix complies with all applicable health and safety laws and regulations. We have risk assessments in place and ensure our cleaning staff are fully trained in health and safety protocols.
  - **Workplace Hazards:** You are required to inform Cleangenix of any known hazards on the property (e.g., exposed electrical wires, unsafe structures, hazardous chemicals). We reserve the right to refuse to clean any area that poses a health or safety risk.
  - **PPE Requirements:** Our staff will wear appropriate personal protective equipment (PPE) as necessary, and we request that clients follow any PPE guidance provided by our team.
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## 8. Liability

- **Limitation of Liability:** Cleangenix is not liable for any damage caused by the negligence of the Client, including failure to follow our instructions. In the case of our negligence, our liability will be limited to the cost of the cleaning services provided.
  - **Pre-existing Damage:** Cleangenix is not liable for pre-existing damage to carpets, walls, furniture, or other items in your premises.
  - **Claims:** Claims for damage or loss must be submitted within [7] days of service completion. After this period, Cleangenix will not be liable for any further claims.
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## 9. Privacy and Data Protection

- **Confidentiality:** Cleangenix respects the privacy of your personal information. We will not share any of your data with third parties without your explicit consent unless required by law.
- **Data Collection:** We may collect personal data, including names, contact information, and billing details, for the purpose of providing services and communicating with you.

- **GDPR Compliance:** We comply with the General Data Protection Regulation (GDPR) and will ensure that your personal data is handled securely and in accordance with your rights.
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## 10. Force Majeure

Cleangenix will not be held liable for any delays or failure to perform services due to circumstances beyond our reasonable control, including but not limited to natural disasters, fire, floods, pandemics, government restrictions, or labor strikes.

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## 11. Amendments to Terms

Cleangenix reserves the right to update or amend these Terms and Conditions at any time. Any changes will be communicated to you via email or posted on our website. Continued use of our services following any changes constitutes your acceptance of the updated terms.

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## 12. Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising under this Agreement shall be subject to the exclusive jurisdiction of the courts of England and Wales.

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## 13. Contact Information

For any questions or concerns regarding these Terms and Conditions, please contact Cleangenix at:

- **Email:** [info@cleangenix.co.uk](mailto:info@cleangenix.co.uk)
- **Phone:** +44 20 3633 0317
- **Website:** [www.cleangenix.co.uk](http://www.cleangenix.co.uk)
- **Address:** 82A James Carter Road, Mildenhall, IP28 7DE

## Acknowledgement

By booking our services, you confirm that you have read, understood, and agree to the Terms and Conditions outlined above. You are also agreeing to be bound by the terms contained herein.

