

# One-Off, Spring and Builders Cleaning



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# COVID-19 UPDATE

**For the safety of both Clients and Cleaners, we have introduced the following rules**

Cleaners must not clean if they or anyone in their household has symptoms (however mild)

Clients must not allow cleaning if anyone on their premises has symptoms (however mild) or is shielding or self-isolating

Clients must stay in a different room to the cleaner. Social distancing of at least 2 metres must be maintained at all times

**All our cleaners have been instructed to follow our detailed cleaning and safety guidelines. These are based on the latest guidelines from Public Health England/Scotland and the NHS**

Thoroughly wash their hands before, during and after their cleans with warm soapy water

Surfaces should be cleaned using regular products and then where possible, disinfected using a product that is certified to kill 99.9% of germs, such as Dettol Antibacterial Surface Cleaner Spray

Special attention should be paid to "high touched" areas such as; door and cupboard handles, light switches, TV remotes, tables, countertops etc

Warm water (not hot or cold) should be used when cleaning surfaces and mopping floors, to maximise the effectiveness of cleaning products

Use disposable or machine washable gloves

Open windows where possible for ventilation

Avoid shaking dirty laundry and soft furnishings such as bathmats and rugs

To notify the office if they or any member of their business feels unwell and to not clean for 14 days.



## ONE-OFF AND SPRING CLEANING

The Bay Tree Cleaning Company offer one-off or spring cleaning focussing on those nitty gritty jobs that are difficult to find time for.

We require a priority task list to be supplied ahead of the clean. The list needs to be room by room, detailing exactly what needs to be cleaned. Please be specific.



## END OF TENANCY CLEANING

We offer a complete end of tenancy service for tenants, landlords and letting or estate agents.

We provide all cleaning materials if needed and tailor the clean to suit the property plus any specific tasks that may be required including:

- Carpet Cleaning\* (see T&Cs)
- Oven Cleaning\* (see T&Cs)
- Doors and interior windows
- Kitchen cupboards
- Limescale removal
- High beams and ledges

We require a priority task list to be supplied ahead of the clean. The list needs to be room by room, detailing exactly what needs to be cleaned. Please be specific.



## AFTER BUILDERS CLEANING

We offer a comprehensive cleaning service for both residents and builders in domestic or commercial properties.

With specialist equipment to reach high ledges and beam to ensure everything is left dust free.

Tasks may include:

- Vacuum and mop flooring
- Clean skirting and wash doors
- Dust and wash sockets and switches
- Wash basins and tiles
- Doors and interior windows

Clean and polish wood surfaces We require a priority task list to be supplied ahead of the clean. The list needs to be room by room, detailing exactly what needs to be cleaned. Please be specific.



## CLEANING RATES

### WITHOUT MATERIALS

Our rate for one-off cleans without materials is £22.00 + vat per hour. Please pay the cleaner £13.00 per hour on the day that they clean. This can be paid by cash or BACs as arranged directly with the cleaner.

### WITH MATERIALS

Our rate for one-off cleans with cleaning materials is £23.00 + vat per hour. Please pay the cleaner £14.00 per hour on the day that they clean. This can be paid by cash or BACs as arranged directly with the cleaner.

The Bay Tree Cleaning Company's management and insurance fee is £7.50 + vat per hour. This must be made on the day of the clean or the next working day if the cleaning takes place at the weekend or a Bank Holiday. Somebody from the office will call you to arrange payment, which can be made over the phone. An invoice will be sent to you by email from Milburn Finance.



## RECOMMENDED CLEANING MATERIALS

We encourage our clients to use green/eco products wherever possible to promote the health and wellbeing of themselves and our cleaners.

Glass/Window Cleaner (spray)

All-Purpose Cleaner (spray)

Furniture Polish

Bleach

Toilet Gel

Lime scale Remover (spray)

An Old Toothbrush

Vacuum Cleaner

Mop/Bucket or Steam Cleaner

Sponge(s)

Microfibre Cloths (these can be washed and re-used after every clean)

Gloves



## WHAT OUR CLIENTS SAY ABOUT US

**“Excellent service  
- 5 star”**

**“Bay Tree take the headache  
out of employing a cleaner directly”**

**“I would fully recommend  
this cleaning company”**

**“Great cleaning agency”**

**“A reliable company”**

**“We could not recommend  
Bay Tree Cleaning highly enough”**

**“A professionally  
run company”**

**“I have been thoroughly  
impressed with their services”**

**“I will always use Bay Tree”**

**“Nothing you ask is  
too much trouble”**

**“We would highly recommend  
the Bay Tree Cleaning Company”**

By booking **The Bay Tree Cleaning Company Ltd** service by telephone, e-mail or on its website **The Client** agrees to be bound by

**The Bay Tree Cleaning Company Ltd's TERMS AND CONDITIONS.**

**General**

1. Minimum of 4 hours cleaning per visit.

2. **The Bay Tree Cleaning Company Ltd** can only advise on the number of hours needed per session. If any estimates of how long it will take our operatives to do the job required are being provided that is only an estimate based on the average time it takes to clean a property of similar size to **The Client's**, it being difficult to estimate precisely how long such tasks may take and that a degree of flexibility may be required.

3. **The Client** agrees to provide a task list and all cleaning materials and equipment required to carry out the service, unless other arrangements have been made.

4. The End of Tenancy Cleaning, One Off/Spring Cleaning and an After Builders Cleaning do not include cleaning of: walls, ceilings, curtains, inside mounted shutters, blinds, venetian blinds, exterior windows, exterior shutters, ovens, balcony, patio, gardens, washing up and laundry.

5. **The Bay Tree Cleaning Company Ltd** can provide carpet cleaning\* at an additional cost.

6. **The Bay Tree Cleaning Company Ltd** can provide oven cleaning\* at an additional cost.

7. If **The Client** is responsible for supplying cleaning materials and equipment they must be in safe and full-working order. **The Bay Tree Cleaning Company Ltd** cannot be held responsible for an unsatisfactory level of cleaning if the materials requested are not provided by **The Client**.

8. **The Bay Tree Cleaning Company Ltd** will not be responsible for triggering any alarm systems. **The Client** should give any special instructions for deactivation/activation of any alarm systems.

9. The cleaners are not employed by **The Bay Tree Cleaning Company Ltd** either directly or indirectly but hold self-employed status. **The Client** will be responsible for instructing **The Cleaner** on the safe use of any necessary equipment within the work place.

10. **The Client** agrees to pay the full price of the cleaning visit in the event of a lock-out caused by the cleaners being turned away, no one at the premises to let them in; or problem with **The Client's** keys. If **The Client** is providing a key they must open the lock without any special efforts or skills.

11. **The Client** agrees not to enter or make any financial or private arrangements with the cleaner other than those arranged by **The Bay Tree Cleaning Company Ltd**. Any requests of additional services or hours must be first arranged and agreed through **The Bay Tree Cleaning Company Ltd**. **The Client** is liable for a penalty fee of £500 + vat per person, should they directly employ (either legally or on a cash basis) anyone currently employed/sub-contracted by **The Bay Tree Cleaning Company Ltd** within a 1 year period.

## Payment

1. Regular clients will be invoiced at the end of the month by email or post. Emails will be sent from Milburn Finance.
2. Payment is due on receipt of invoice.
3. Payment can be made by Standing Order, BACs or by Card. AMEX payments will incur an additional surcharge of 3.5%. Any payments made to **The Bay Tree Cleaning Company Ltd** by cheque will be subject to a £5 cheque administration charge.
4. **The Client** understands that any 'late payments' may be subject to additional charges. If payment is not made after 60 days of invoice a charge of 20% on top of the initial invoice due will be added to the debt. **The Client** agrees as part of this contract to pay this sum which represents our reasonable costs in collecting the unpaid amounts.
5. **The Bay Tree Cleaning Company Ltd** reserves the right to suspend cleaning services if monthly payments are late.

## Complaints and Claims

1. **The Client** accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will entitle customer to no refunds or recovery cleanings.
2. If **The Client** is not satisfied with the cleaning service provided and a complaint has been placed in the stated 24 hours after the job has been completed, **The Bay Tree Cleaning Company** reserves the right to return a cleaner and re-clean any areas and items to **The Client's** satisfaction. Therefore, **The Client** must allow the cleaner to be returned and he/she should be at present at all times during the re-clean visit.

## Cancellation

1. **The Client** will be charged for both the cleaner's and the insurance and management fee if a cleaning session is cancelled with less than three days notice.

These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them the customer agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom. The Bay Tree Cleaning Company Ltd. reserves the right to make any changes to any part of these terms and conditions without giving any prior notice.



For further information please visit our website at:

[www.baytreecleaning.co.uk](http://www.baytreecleaning.co.uk)

or call one of our friendly management team on:

01935 83700

Our office opening hours are:

Monday to Friday

8am - 4pm