



# Domestic One-Off & Spring 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 in their household 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 household 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 too difficult to find time for.

We require a priority task list to be supplied ahead of the clean. The list must be room-by-room.

Please be as specific as possible



## END OF TENANCY CLEANING

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

We will provide all the cleaning materials 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

A priority task list must be supplied ahead of the clean. The list must be room-by-room.

Please be as specific as possible.



## CLEANING RATES

Our rate for one-off cleans is £32.00 per hour including VAT.

Please pay the cleaner £14.00 per hour on the day of the clean. This can be paid by cash or BACs as arranged directly with the cleaner.

The Bay Tree Cleaning Company's rate is £15.00 + VAT per hour.

An invoice will be sent after the clean and is payable by BACS or card.



## 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”**

## Terms & Conditions for One- Off Cleaning

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. All estimates of allocated time are based on the average time it takes to clean a property of a similar size to **The Client's**. A degree of flexibility must be required.
3. **The Client** agrees to supply a task list.
4. The end of tenancy clean and one-off/spring cleaning do not include the cleaning of walls , ceilings, curtains, inside mounted shutters, blinds, venetian blinds, exterior windows, exterior shutters. oven, balcony, patio, garden, 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. **The Client** agrees to pay **The Cleaner** an hourly fee paid on the day of the clean by cash or BACS. **The Client** also agrees to pay **The Bay Tree Cleaning Company Ltd** an hourly fee as arranged beforehand. This will be invoiced by Milburn Finance after the clean and can be paid by BACS or card.
8. **The Bay Tree Cleaning Company Ltd** will not be held responsible for triggering any alarm systems. The Client should give any special instructions for activating/ deactivating any alarm system.
9. The cleaners are not employed by **The Bay Tree Cleaning Company Ltd** either directly or indirectly but hold self-employed status. **Client** will be responsible for instructing **The Cleaner** on the safe use of any necessary equipment within the workplace and for paying **The Cleaner** directly at the end of each session.
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 referral 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. All clients will be invoiced after the clean at the end of the month by email or post. Emails will be sent from Milburn Finance.
2. 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.
3. **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.
4. **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 Ltd.** 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** fee 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 Thursday

8am - 4pm

Friday

8am - 3pm