



# Domestic Cleaning



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01935 83700

# 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.



## WELCOME

The Bay Tree Cleaning Company offer a range of services to help you manage the day-to-day running of your home. We understand that every home is unique and personal to the people who live there and will firstly discuss your requirements before matching you with one of our carefully selected staff.

Trust is a vitally important aspect of our business and all our staff are fully vetted, professional and insured. Plus, with a dedicated management team to assist with any worries that may arise and to find cover should your cleaner be off sick or on holiday, you can be confident that The Bay Tree Cleaning Company will offer a friendly, trustworthy and thorough service.

We specialise in cleaning homes on a weekly basis and can adapt our cleaning routine to suit you. We even do the nitty-gritty jobs like the inside of cupboards or behind radiators.

You can meet your cleaner on the day of their first clean or at a pre-arranged time to show them around your home and to give them any keys or instructions.

We will contact you after you have had two cleans to check everything is going well.



## CLEANING RATES

Our rate for regular domestic cleaning is £17.40 per hour including VAT.

Please pay the cleaner £12.00 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 £4.50 + vat per hour. This must be paid by Standing Order, in arrears on the first day of each month. The management team will confirm the monthly amount with you before your cleaning commences. Your invoice will be sent to you from Milburn Finance each month.



## 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”**

# TASK LIST

Please print and use this with your cleaner if you think it will be helpful

	Weekly	Fortnightly	Monthly	3 Monthly	6 monthly
<b>HALLWAY/STAIRS/ LANDINGS</b>					
Sweep or vacuum floor					
Wash floors					
Wipe skirting's/doors/cills					
Clean windows inside					
Clean mirrors/pictures					
Dust surfaces					
Wash walls					
Other					
<b>KITCHEN</b>					
Sweep or vacuum floor					
Wash floors					
Wipe skirting's/doors/cills					
Clean windows inside					
Clean mirrors/pictures					
Clean surfaces/tiles					
Clean worktops					
Clean cupboard doors					
Clean inside cupboards					
Clean sink and taps					
Wash walls					
Other					

	Weekly	Fortnightly	Monthly	3 Monthly	6 monthly
<b>LIVING AREAS</b>					
Sweep or vacuum floor					
Wash floors					
Vacuum chairs and sofas					
Plump and organise cushions					
Wash walls					
Wipe skirting's/doors/cills					
Clean windows inside					
Clean mirrors/pictures					
Dust surfaces					
Polish brass/silver					
Clean fireplace					
Other					
<b>DINING ROOM</b>					
Sweep or vacuum floor					
Wash floors					
Wipe skirting's/doors/cills					
Clean inside windows					
Clean mirrors/pictures					
Dust surfaces					
Polish table					
Dust chairs					
Clean fireplace					
Polish brass/silver					
Other					

	Weekly	Fortnightly	Monthly	3 Monthly	6 monthly
<b>STUDY/OFFICE</b>					
Sweep or vacuum floor					
Wash floors					
Wipe skirting's/doors/cills					
Clean inside windows					
Clean mirrors/pictures					
Dust surfaces					
Polish table					
Clean fireplace					
Other					
<b>BATHROOM &amp; LAVATORIES</b>					
Sweep or vacuum floor					
Wash floors					
Wipe skirting's/doors/cills					
Clean inside windows					
Clean mirrors/pictures					
Dust surfaces					
Clean bath/basin & taps					
Clean shower cubicle					
Clean lavatory/bidet					
Wipe all tiled surfaces					
Other					

	Weekly	Fortnightly	Monthly	3 Monthly	6 monthly
<b>BEDROOMS</b>					
Sweep or vacuum floor					
Wash floors					
Wipe skirting's/doors/cills					
Clean inside windows					
Clean mirrors/pictures					
Dust surfaces					
Make beds					
Change sheets					
Other					
<b>ALL AREAS</b>					
Empty waste bins					
Water plants					
Clear dead flowers					
Dust lampshades					
<b>OTHER SERVICES</b>					
Washing					
Ironing					
Other					



## Terms & Conditions for Regular Domestic 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 2 hours cleaning per visit.
2. **The Bay Tree Cleaning Company Ltd** can only advise on the number of hours needed per session. A degree of flexibility is required for the first couple of cleans to ensure the time allocated is right for the tasks **The Client** wishes to be carried out.
3. **The Client** agrees to pay the cleaner an hourly fee paid on the day of the clean by cash or BACs. If **The Client** pays **The Cleaner** in advance **The Bay Tree Cleaning Company Ltd** cannot be held responsible as all **Cleaners** are self- employed. **The Client** also agrees to pay **The Bay Tree Cleaning Company Ltd** an hourly fee as agreed beforehand. This must be paid by Standing Order, in arrears on the first of each month.
4. If **The Client's** regular cleaner is sick, on holiday or leaves for any other reason; **The Bay Tree Cleaning Company Ltd** will endeavour to offer **The Client** a suitable replacement as quickly and efficiently as possible.
5. **The Client** is responsible for supplying appropriate cleaning materials and equipment in safe and full-working order. Details of recommended cleaning materials can be found in our Information Pack. **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**.
6. **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.
7. 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 and for paying **The Cleaner** directly at the end of each session.
8. **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.
9. **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.
10. If **The Client** gives **The Cleaner** a key to their home, **The Bay Tree Cleaning Company Ltd** must be informed.

## Payment

1. Regular clients will be invoiced monthly by email or post. Emails will be sent from Milburn Finance.
2. Payment is due, in arrears by Standing Order on the first of each month.
3. 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. All cancelled cleans will be credited in cleaning hours to **The Client's** account unless otherwise agreed.
2. The Client may terminate the cleaning service by giving two weeks advance notice in writing and specify the last cleaning date and give reason.

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

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