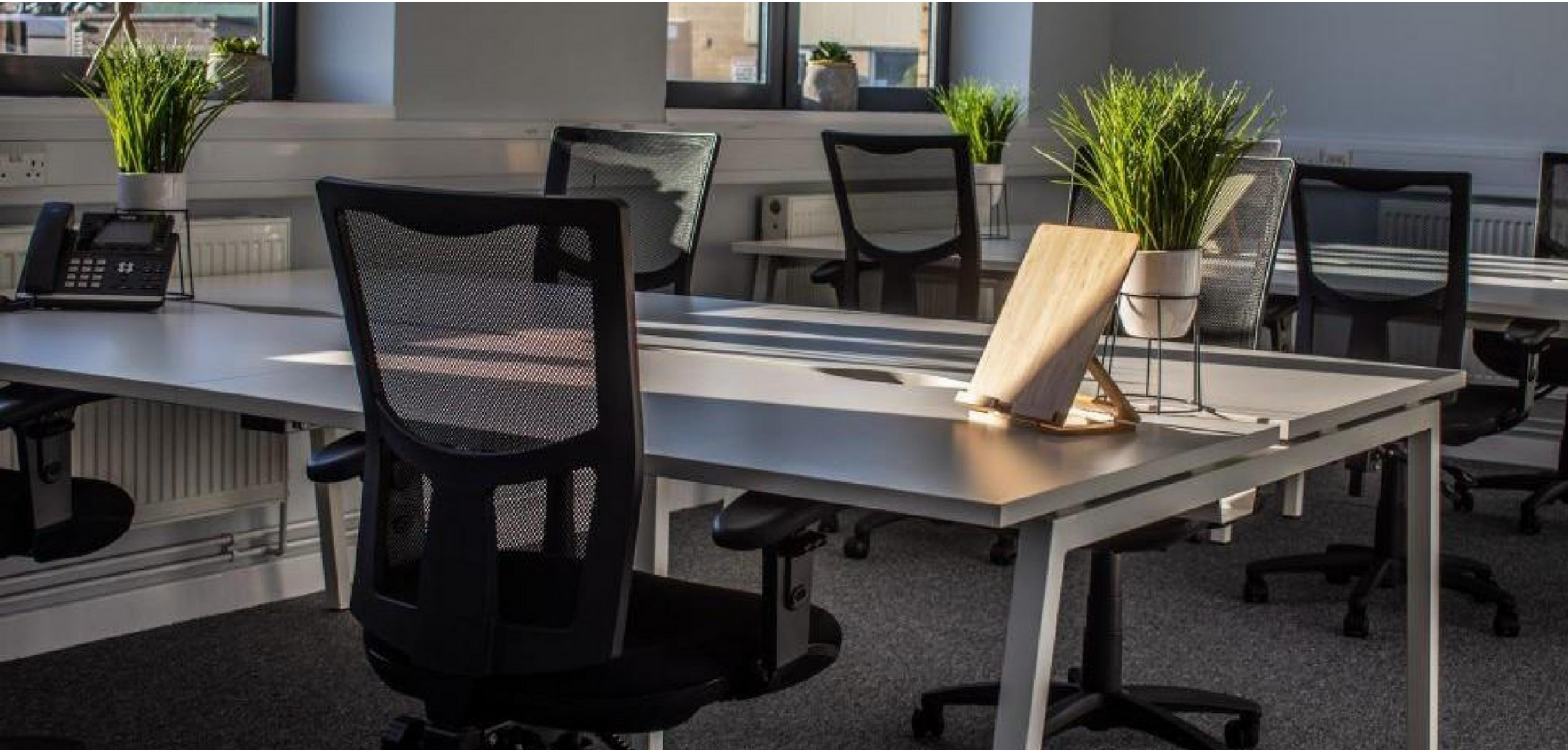




Commercial Cleaning



5 The Old Glove Factory
Bristol Road, Sherborne
Dorset DT9 4HP

office@baytreecleaning.co.uk
www.baytreecleaning.co.uk
01935 83700



WELCOME

The Bay Tree Cleaning Company offer weekly cleaning for a range of businesses including offices, dental practices, shops, show rooms and more. This can take place during office hours or early morning, evening or weekend.

Foyers and reception areas • Lifts, stairs and communal areas • Bathroom and kitchens

Tasks may include:

Vacuuming

Dusting

Washing floors

Emptying bins

Blinds and interior windows/frames

Re-stocking of soap/toilet tissue etc

We are able to provide cleaning materials and equipment if required.

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CLEANING RATES

Our rate for regular commercial cleaning is from £15.50 + vat with no materials or from £17.50 + vat including materials (does not include cleaning equipment)

The Bay Tree Cleaning Company will invoice you by email and this will be sent at the beginning of the following month.

The email will sent from Milburn Finance. This invoice can be paid by BACs or Card.

All information regarding payment can be found on the invoice.

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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

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WHAT OUR CLIENTS SAY ABOUT US

"Excellent service - 5 star"

"Bay Tree takes the headache out of employing a cleaner directly"

"I would fully recommend this cleaning company"

"Great cleaning agency"

"A reliable company"

"A professionally run company"

"Nothing you ask is too much trouble"

"We would highly recommend the Bay Tree Cleaning Company"

"I will always use Bay Tree"

"I have been thoroughly impressed with their services"

"We could not recommend Bay Tree Cleaning highly enough"

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Terms & Conditions

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 Bay Tree Cleaning Company Ltd** an hourly fee as agreed beforehand. This will be invoiced at the end of the month by email from Chapple Bookkeeping and must be paid on receipt of invoice.
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 Welcome 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.
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.

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.
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

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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