Customer cleaning agreement

This agreement sets out your regular cleaning arrangements with Alison Kim Jones, trading as The Aly Touch. It reserves time for your home and explains the notice needed if your plans change. Please complete the booking details agreed with me and read all the terms before signing. Keep a copy of the completed agreement.

Alison Kim Jones trading as The Aly Touch | 2 Eros House, Grande Rue, St Martins, Guernsey, GY4 6LQ | contact@thealytouch.co.uk | 07781 446239

Your agreed booking details

Complete these details with Alison before signing. Do not enter security or key-safe codes.

Customer full name

Home address including postcode

Email and telephone

Quote reference or date of agreed quote

Regular visit day and arrival time or window

Proposed first visit date

Regular booked hours per visit (minimum 3)

Agreed rooms tasks and any recurring extras with prices

Agreed regular-clean total per visit (including recurring extras)

Your agreement terms

1 Your regular cleaning arrangement

Your booking details form part of this agreement. They identify the home, agreed tasks, regular visit day, booked hours, price and proposed first visit. Visits take place each week on the agreed day, subject to agreed breaks and changes. The arrangement continues until ended under section 5; there is no fixed minimum number of weeks.

The agreement starts when I accept your signed booking details in writing or countersign this document. I will give you a copy of the accepted agreement before work starts. A quote enquiry alone does not create a booking. Any change to the regular schedule, rate or booked hours needs your agreement in advance.

2 Price and payment

Your price is agreed with Alison. Each visit has a minimum booking of three hours. The time needed is agreed individually, taking account of the size of your home, rooms and requested tasks. Your booking details record the regular booked hours and any separately priced recurring extras. All prices shown are the total payable for the agreed work.

Pay by bank transfer or cash on the same day, after each completed visit. I will provide payment details directly and a record of the hours and any approved extras. I will not exceed the agreed hours or charge for additional work without your approval. If I leave early because I cannot complete the visit, you only pay for the work supplied; the minimum does not override your rights under section 9.

Holiday reservation charges and any properly due cancellation charges are payable on the date the affected visit would have taken place, after I provide the amount and explanation. Contact me promptly about any disputed amount.

3 Extras agreed during a visit

Discuss extras directly with Alison, including requests made during a visit. Before starting, we agree the scope, frequency and separate price for each extra. Extras are not charged by the hour. You must expressly agree the work and any additional cost or spending limit first. If routine priorities change within the booked time, I will explain which original tasks may need to wait. Agreed extras and their prices are recorded separately from regular cleaning.

A new signed agreement is not needed for an occasional extra. I will note your approval and itemise the extra on the payment record. An occasional extra does not automatically become a recurring task or increase future cancellation or reservation charges.

4 Holidays and temporary breaks

You may take any number of breaks. Give at least 14 calendar days' notice before the first affected visit and tell me the dates you want to pause. You may choose to reserve your regular slot by paying the normal agreed regular-clean price for each missed visit. This is a charge for keeping that time available for your return, even though no cleaning takes place. I will confirm the dates, charges and your choice in writing before the reservation begins.

If you do not choose a paid reservation, you may take a break without a reservation fee, subject to the notice and cancellation terms below. I may then offer the slot to another customer; the same day or time cannot be guaranteed when you return. I will not impose a reservation charge without your agreement. You can end a reservation with 14 calendar days' notice.

5 Cancelling visits or ending the arrangement

Give at least 14 calendar days' notice to cancel or move a visit, or to end the regular arrangement. For an individual visit this means notice at least 14 days before its agreed start time. For ending the arrangement, the notice period runs for 14 days from receipt. Email contact@thealytouch.co.uk, text 07781 446239, or write to my address above. I will acknowledge the notice; a delay in my reply does not extend it. During notice, booked visits may go ahead and be paid for normally.

With less than 14 days' notice, the starting cancellation charge is the full agreed regular-clean price for each affected booked visit within the notice period. This also applies if you cannot provide agreed access. It excludes unapproved or occasional extras. I will make reasonable efforts to refill the time and deduct costs saved and income from replacement work, so the charge does not exceed my reasonable net loss. I will explain the calculation. There is no double charge for the same slot and no cancellation charge for visits outside the notice period.

If an emergency affects a visit, contact me as soon as possible so I can consider the circumstances. These terms do not restrict cooling-off rights or remedies for a failure in my service.

6 If I cannot attend

I work alone. If I am ill, on holiday or otherwise unable to attend, I will tell you as soon as possible and you will not be charged for that visit or for reserving that affected slot. Any payment already made for it will be refunded. A different day is only arranged with your agreement. I will normally give at least 14 days' notice if I need to end the regular arrangement; urgent illness or safety issues may make that impossible.

7 Supplies access and safe working

I supply cleaning products and equipment. Please tell me about delicate surfaces, product sensitivities, hazards and any special instructions before work begins. I may work while you are out using access arrangements expressly agreed with you. Share keys, alarm details and key-safe codes privately, not through the website form. I will keep them secure, use them only as authorised and return keys when the arrangement ends.

Please provide safe access, water and electricity, and keep pets safely away from the work area where needed. I will discuss any task that cannot be safely completed and will not undertake unsafe work. Bed making uses bedding already in place; stripping beds and changing linen are not included.

8 Care concerns and personal information

I will carry out the agreed work with reasonable care and skill. Please report any concern or damage promptly so I can investigate and discuss an appropriate remedy. Nothing in this agreement excludes liability that cannot lawfully be excluded or takes away your consumer rights. Guernsey law applies, without removing any mandatory rights available to you.

I use your booking details, contact information and signed agreement to arrange cleaning, manage payments and keep appropriate business records. Online submissions pass through FormSubmit to my business inbox. See the privacy information at https://thealytouch.co.uk/privacy.html or ask me for a copy. Agreement records are not marketing consent.

9 Your initial right to cancel

You may cancel this agreement without giving a reason within 14 days after the day it is made. This initial cooling-off right is separate from the ongoing notice terms above. Tell Alison Kim Jones at the address, email or telephone number above with a clear statement that you wish to cancel. You may use the cancellation form provided, but you do not have to. Send your cancellation before the period expires.

I will not start cleaning during that period unless you expressly request it. If you request an early start and then cancel during the cooling-off period, you only pay a proportionate amount for services actually supplied up to your cancellation. The regular cancellation charge and minimum visit charge do not increase that amount. Otherwise there is no charge for exercising this right. A first visit does not by itself remove your right to cancel this ongoing agreement.

I will refund any amount due back to you within 14 days of being informed of your cancellation, using the same payment method unless you expressly agree otherwise, without a refund fee. This agreement does not reduce any longer cancellation period or other rights provided by law.

Signatures and cancellation

Read the completed booking details and all the terms before signing. Save or print a copy for your records. You may sign by hand or type your name with the intention of signing; a typed name is not a certificate-based digital signature.

☐ I expressly request cleaning to start during the initial 14-day cooling-off period. I understand that, if I cancel during that period, I must pay a proportionate amount for services actually supplied up to cancellation, as explained in section 9. (Optional; leave unticked if you do not want an early start.)

☐ I have read the booking details and all nine sections. I agree to the prices, payment arrangements, holiday reservation option and cancellation terms, including the deductions described in section 5. I intend my signature to record my agreement. The agreement takes effect when Alison accepts it in writing.

Customer signature or typed full name

Customer signing date

Accepted by Alison Kim Jones — signature

Date Alison accepts (agreement start date)

Optional cancellation form

Use this only if you wish to cancel. Signing the agreement above does not complete or submit a cancellation. You can instead send any clear cancellation statement.

To Alison Kim Jones trading as The Aly Touch, 2 Eros House, Grande Rue, St Martins, Guernsey, GY4 6LQ; contact@thealytouch.co.uk. I give notice that I cancel my contract for regular home cleaning.

Customer name and home address

Date the agreement was made

Customer signature (only if sending this cancellation on paper) and date