

Terms and Conditions

These terms and conditions outline the rules and regulations for the use of Building Clean London LTD

By accessing this website You explicitly and implicitly accept these terms and conditions and agree to be bound by them. Do not continue to use or access the website if you do not agree to take all of the terms and conditions stated on this page.

We may amend these terms and conditions at any time, for any reason and at our sole discretion by posting the amended terms on our website.

Building Clean London LTD is a company registered in England under registered company number **14564532** whose registered office is located at flat 5,34 Mount Ephraim Road,SW16 1LW London and will be called hereinafter the Company.

Please read these terms and conditions carefully as they will be legally binding after you accept them and enter into an agreement with a service provider.

Building Clean London LTD is authorised to act as an intermediary by other service providers and to enter into agreements with customers on their behalf for a number of services.

The Company is looking for the best service provider for its customers taking into consideration customers' wills and desires described in the booking request.

When you accept the service provider's offer sent to you after your booking request, an agreement will take effect between you and the service provider but not Building Clean London LTD. Please note, the responsibility for the execution of the services remains solely with the service provider.

The Company shall not have any liability or responsibility for any errors or omissions in the content of our website, for contracts or services executed by the appointed service provider, for your action or inaction in connection with our services or for any damage to your property or belongings or any other damage you may incur in connection with our services. Your use of our service and any agreements with the service providers are at your own risk. In no event shall either the Company or its agents be liable for any direct, indirect, punitive, incidental, special or consequential damages arising out of or in any way connected with the use of our service, the delay or inability to use our services or otherwise arising in connection with our services, whether based on contract, tort, strict liability or otherwise, even if advised of the possibility of any such damages. In no event shall the Company's liability for any damage claim exceed the amount paid by you to the Company for the transaction giving rise to such damage claim.

The customer agrees to defend, indemnify and hold the Company harmless from and against any and all claims, damages, costs and expenses, including attorneys' fees, arising from or related to your use of our services.

1. TERMINOLOGY

The following terminology applies to these Terms and Conditions and all Agreements:

- "Customer", "You" and "Your", "he/she" or "his/hers" refers to any physical person or legal entity willing to use the services provided and compliant to the Company's terms and conditions.
- "The Company", "Ourselves", "We", "Our" and "Us", refers to our Company: Building Clean London LTD .
- "Party", "Parties", or "Us", refers to both the Client and ourselves.
- "Service provider", "it" and "its" refers to Building Clean London LTD or any other third service provider, whether a legal entity or individual, appointed to provide the services to you.
- "Service" refers to the connection the Company makes between the Customer and the service provider.

- “Services” refer to all and any particular assistance we offer to our Customers.
- “Materials” refer to all and any tools, equipment and materials necessary for fulfilment of the services.

All terms refer to the offer, acceptance and consideration of payment necessary to undertake the process of our assistance to the Customer in the most appropriate manner for the express purpose of meeting the Customer’s needs in respect of provision of the Company’s stated services, in accordance with and subject to the law of Great Britain. Any use of the above terminology or other words in the singular, plural, capitalization and/or he/she, it or they, are taken as interchangeable and therefore as referring to the same.

2. OUR SERVICES

Carpet and Upholstery cleaning include:

- Professional carpet and upholstery cleaning technicians fully equipped for the job

Deep hoovering with industrial-strength vacuum cleaners

Application of a dry-cleaning solution

Professional machine-scrubbing of detergent powder into the material

Extraction of grime, dust and dirt through chemical bonding

Sanitization and refreshment of delicate fabrics

IMPORTANT NOTICE:

1. We recommend leaving the *carpets or upholstery* to ventilate for about 1-2 hours. Afterwards, they will be completely safe to use.

2. Dry-cleaning intends to refresh carpets and upholstery made of material too delicate for more powerful cleaning methods. Results may vary and stain-removal is not guaranteed.
 - Our technicians will not move furniture that is too heavy to lift without considerable strain and effort. Dragging across the ground is forbidden, as that may cause damage to the flooring.

Steam Cleaning Services include:

- Professional carpet and upholstery cleaning technicians fully equipped for the job

Deep hoovering with industrial-strength vacuum cleaners

Pre-treatment with top-notch detergents for stains, dirty patches, high-traffic areas

Washing with a professional Hot-Water Extraction machine, injecting a detergent mix into the fibres and removing 95% of moisture and all dirt.

IMPORTANT NOTICE:

1. Nobody on the market can guarantee complete removal of stains and odours. That is always related to the age of the stains, their cause and if they were previously treated. Professional steam cleaning service booked with End of tenancy cleaning are not part of the 24-hour guarantee.
2. The carpets will need several hours to dry completely after the cleaning service. Do not place any furniture or step with shoes on the carpets while there is still moisture in them.
 - Our technicians will not move furniture that is too heavy to lift without considerable strain and effort. Dragging across the ground is forbidden, as that may cause damage to the flooring.

End of tenancy cleaning include:

Kitchens:

Thorough cleaning of hard floors
Windows cleaned on the inside
Cupboards, shelves, drawers cleaned inside and out
Wiping of all doors
Limescale removal from sinks
Cleaning and dusting of woodwork and fixtures
Deep cleaning of all kitchen appliances

Bathrooms:

Deep cleaning of bathrooms with high-quality professional detergents
Careful cleaning of limescale with specialized liquid and spray detergents
Deep cleaning and descaling of shower units, washbasins, tiles, floors, fittings, fans, grout, taps, bathtubs, toilet seats and bowls.

Bedrooms:

Dusting and cleaning of all surfaces
Thorough cleaning of hard floors
Professional hoovering of carpets and furniture
Cleaning of mirrors, pictures, skirting boards and fittings
Windows cleaned on the inside

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Living rooms:

Inside and outside cleaning of cupboards, drawers, fixtures, sockets and other units
Professional hoovering of carpets and furniture
Thorough cleaning of hard floors
Wiping of all doors

Windows cleaned on the inside

Stairs and hallways:

Hoovering and dusting of carpeted hallways, staircases and railings

Deep cleaning of hard floors

IMPORTANT NOTICE:

1. We need anything but electricity and running hot water.
2. Duration of the service depends on the size and condition of the property. The session is unlimited in time, so our staff will stay as long as it takes to clean it to the best possible standard.
- The session is guaranteed for 24 hours after the cleaning service.

1. Professional carpet and upholstery cleaning services booked together with End of Tenancy Cleaning are not part of the 24-hour guarantee.
2. We require the property to be empty of personal belongings and people living there, to guarantee the best results.
3. Fridges/freezers must be defrosted 24 hours in advance or they cannot be cleaned deeply.
- Wall cleaning is not part of the End of Tenancy Cleaning service. Our teams will remove any cobwebs.
- We reserve the right to amend the price of the service if there are any discrepancies between the scope of the works required and the agreement made upon booking.
1. If any third parties other than the landlord or checkout agent enter the property between the cleaning session and the inspection, the guarantee will be void.
2. If any omissions are discovered, the Client agrees to allow our company to return and resolve them before using the services of a third party. No third party fees will be covered.
3. Any damages, suspected to have occurred during the clean, must be reported within 24 hours after the service took place.

After-Builders Cleaning Services include:

Professional technicians

Our own detergents and equipment

Dusting and wiping of all surfaces,shelves,drawers,door frames>window frames

Thorough cleaning of hard floors

Windows cleaning- inside

Wiping of all doors

Removing washable stains from paint and plaster

IMPORTANT NOTICE:

1. Our teams will dispose of rubbish in nearby bins and containers.
2. The builders need to remove any large rubble that requires driving away.
 - We require for the building works to be finished before we can perform the service, as otherwise it would compromise the quality of the clean.

Oven Cleaning Services include:

Professional Oven Cleaning technician

All detergents, equipment and vessels provided by the cleaners

Condition check to confirm good working order prior to cleaning

Mixing a professional solution from industrial power detergents

Disassembly of the oven to its main components – side racks, back panel, fan, oven door

Soaking into the solution to remove any debris and grease layers without leftover smells, vapours or smoke after the cleaning

Assembly and condition check to confirm good working order after the clean

IMPORTANT NOTICE:

1. Our cleaning technicians are not responsible for any pre-existing mechanical or electrical damage to the oven or other appliances. If you need issues of that nature to be resolved, please look into our handyman services.
2. The procedure does not violate warranty terms and conditions of appliances, so the warranty if any will not be affected.
 - It is recommended to have your oven professionally cleaned at least once every six months. Heavy grease layers, left untreated over long periods of time, can damage the surface of the oven.
 - Our team will not attempt to remove the oven's heating element/baking coil or any other components which may conduct electricity and/or gas.
 - All the cleaning products and equipments will be provided by Building Clean London LTD

Deep Cleaning services include:

Kitchens:

- Thorough cleaning of hard floors
- Windows cleaned on the inside
- Cupboards, shelves, drawers cleaned outside (internally only upon request, where empty)
- Wiping of all doors
- Limescale removal from sinks
- Cleaning and dusting of woodwork and fixtures
- Cleaning all kitchen appliances

Bathrooms:

- Deep cleaning of bathrooms with high-quality professional detergents
- Careful cleaning of limescale with specialized liquid and spray detergents
- Deep cleaning and descaling of shower units, washbasins, tiles, floors, fittings, fans, grout, taps, bathtubs, toilet seats and bowls.

Bedrooms:

- Dusting and cleaning of all surfaces
- Thorough cleaning of hard floors
- Professional hoovering of carpets and furniture
- Cleaning of mirrors, pictures, skirting boards and fittings
- Windows cleaned on the inside

Living rooms:

- Outside cleaning (internally only upon request, where empty) of cupboards, drawers, fixtures, sockets and other units
- Professional hoovering of carpets and furniture
- Thorough cleaning of hard floors
- Wiping of all doors
- Windows cleaned on the inside

Stairs and hallways:

- Hoovering and dusting of carpeted hallways, staircases and railings
- Thorough cleaning of hard floors

IMPORTANT NOTICE:

1. Wall cleaning is not part of the service. Our team will remove any cobwebs.
2. We reserve the right to amend the price of the service if there are any discrepancies between the scope of the works required and the agreement made upon booking.
3. Any damages, suspected to have occurred during the clean, must be reported within 24 hours after the service took place.
4. There is no guarantee for the complete removal of mould, as it often causes damage to the surfaces it is found on.
5. Deep Cleaning of kitchen appliances is included as part of the service unless requested by the customer and is charged per item.

6. Fridges/freezers booked as part of the service must be defrosted 24 hours in advance or they cannot be cleaned deeply.
7. Our team will not touch any personal belongings that may hold monetary or sentimental value, in order to avoid potential damages.
8. There is a re-clean guarantee attached to the service. The customer is responsible for inspecting the property and ensuring the level of cleaning is to their satisfaction before departure of the team responsible for that property. If any follow-up visits are necessary after completion of the service, they will only be performed on extra charge.
9. The level of cleaning achievable depends on the age and condition of the property. Our technicians will clean to the highest possible standard and the customer agrees to cover the associated costs, even if that standard does not match their expectation.

3. **GENERAL PROVISIONS**

3.1 It is required to confirm that you have read and understood these Terms and Conditions when you make an inquiry by telephone or email, or through the enquiry form on our website.

3.2 The Company will give/send you a non-binding estimate based on the information you have provided considered an offer. If you decide to proceed with the service, this will mean you have accepted our offer.

3.3 The Company will send you a confirmation email with specific parameters, such as price, details of the service provider who will perform the services for you and other details of your booking. Your confirmatory reply to this email will be binding and the agreement with the service provider will come into force.

3.4 You have special rights under the Consumer Contracts Regulations to cancel your contract for any reason during a 30-days cancellation period if acting as a physical person. The cancellation period begins the day after the contract has been enforced.

3.5 If you are a business entity all of the above apply except clause 3.4.

3.6 For the avoidance of doubt, BUILDING CLEAN LONDON LTD acts as an introductory agent for the service provider and is duly authorised by the service provider to enter into a contract with you on its behalf. Your contract is with the service provider and the responsibility for the provision of the services is solely of the service provider. You agree that the Company takes no responsibility (directly or indirectly) and incurs no liability of any kind for the provision of the services by the service provider.

3.7 During the provision of the services the Company and/or the service provider shall each maintain in force, with a reputable insurance company:

- public liability insurance in an amount not less than £1,000,000
- employer's liability insurance (if applicable) in an amount not less than £5,000,000.

3.8 The customer ensures having adequate buildings and contents insurance and occupier's liability insurance in place for the duration of the services. The customer agrees to provide a copy to the service provider if necessary.

3.9 The Parties agree some of the services may require a site visit. In such cases:

- The customer will request a site visit while booking the service.
- The Company might request a site visit if it considers it necessary depending on the information provided at the time of booking and the service chosen.
- The Parties will arrange a mutually convenient time for a site visit prior to performing the service.
- The Parties agree the site visit shall constitute a service, separate from the services booked by the customer.

3.10 The service provider will provide the services until the end of the 30-days cancellation period.

4. **SERVICE PROVIDER'S RIGHTS AND OBLIGATIONS**

4.1 The Company or an appointed service provider will provide the Services as described in point 2.

4.2 The service provider will be fully equipped for the job.

4.3 The service provider will stay as long as needed.

4.4 The service provider is obliged to provide all and any tools, equipment and materials necessary for the fulfilment of the service if nothing else is agreed with the customer prior to starting the service.

4.5 The service provider is obliged to do its best to provide the service in accordance with the rules set out in these terms and conditions as well as meet the Customer's requirements and timescales agreed between parties. However, there might be delays due to circumstances beyond our control as described herein.

4.6 The service provider is obliged to provide all and any of the services using reasonable care and skill.

4.7 The service provider is obliged to strictly comply with commonly accepted practices and standards in the relevant industry.

4.8 The service provider is obliged to strictly comply with all applicable laws and regulations in force at the time of providing the service.

4.9 The service provider has the right to take photographs and/or video and/or audio recordings before, during and after the fulfilment of the service for quality control purposes and/or when in its sole absolute discretion believes that there might be a factor which may restrain or affect the fulfilment of the service quality.

4.10 The Company and/or the service provider has the right to delegate some or all of the accomplishment of the services, but it will still continue to be responsible for the execution of the services and its obligations under these terms and conditions.

4.11 The Company reserves the right to send different service providers to perform the services even in cases of continuous agreements. A particular service provider might not be always and at any time available. The Company will not be liable under any circumstances related to the customer's requirement to be sent to a specific service provider to perform the service.

5. CUSTOMER'S RIGHTS AND OBLIGATIONS

5.1 The Customer has the right to control personally or by a proxy the performance of the services agreed with the Company, as well as the overall execution of the agreement.

5.2 The Customer has the right to require the service provider to perform its obligations under this contract with the care of a good manager and not to disclose any information that became known to him during and/or on the occasion of performance of this agreement.

5.3 The Customer has the right to provide a list of cleaning tasks he/she requires to be completed. This can be done either with the initial booking enquiry or to the service provider on its arrival at your property.

5.4 The Customer has the right at the time of the original booking enquiry to provide a list with any and all items which require special care or cleaning products. The service provider will not be held responsible under no circumstances to provide such special care or cleaning products unless explicitly agreed at the time of the booking enquiry.

5.5 The Customer is obliged to pay to the Company the remuneration agreed, according to the terms and conditions of the present agreement.

5.6 The Customer is obliged to ensure access to the property at the agreed dates and times when booking is arranged in advance.

- All necessary permissions and approvals to enter the property must be obtained at customer's cost prior to providing the services arranged. A copy of any such written documents must be given to the service provider where applicable.
- Keys must open and close all locks without special efforts or skills.
- The alarm system of the property must be easily disabled and reset. Detailed instructions must be given to the Company or the appointed service provider executing the service.
- A notification must be sent to the Company if the customer gives the keys of the property to the service provider.
- A specific notice must be given to the Company prior to providing the service if the customer requires the return of his/her keys on completion or cancellation. The Company will not be kept liable in case such notice is not given. Additional

arrangements must be set out in order to collect/receive the keys.

5.7 The Customer is obliged to provide any and all information that will be necessary for completing the job i.e. the size, measurements or layout of the property. If any information he/she provides is incomplete or incorrect, the service provider might request an additional charge to cover any and all extra work that occurs. The additional charges if applicable will be agreed with the customer in advance.

5.8 The Customer is obliged to provide running water and electricity from normal 220/240 volt 3-pin sockets at the property.

5.9 The Customer is obliged to allow the service provider to use his/her toilet and washing facilities during the working process.

5.10 The Customer is obliged to prepare the property for receiving the service by the date or time when the service provider is due to start arranged cleaning,decontamination,etc

- to cover any and all items, furniture or fixtures or fittings which will stay at the property while the service last
- to make safe any and all appliances or equipment at the property in order to protect them from dirt or dust
- to remove any and all items from the areas in the property where the service will be provided
- to secure and/or remove any and all valuables, breakables or sentimental items prior to the start of the service
- to provide adequate care for children and/or animals that remain on the territory of the property during the services. The Company and/or the service provider will not be kept liable under no circumstances and will not take any responsibility for the care of any children or animals at the territory of the property during fulfilment of the service.

5.11 The customer agrees if asked by the service provider to allow leaving its tools, equipment and/or materials at the property overnight if the fulfilment of the services cannot be completed in a single day. In such cases, the customer ensures the safety and good conditions of the left service provider's belongings.

5.12 The customer is obliged to arrange car parking and/or visitor parking permits where applicable for the service provider's vehicles within close proximity to the property as well as to pay any parking fees or congestion charges paid by the service provider in connection with the provision of the services.

5.13 The customer is obliged to arrange any transportation necessary for a member of his family or any other person in his care during the fulfilment of the services. The service provider shall under no circumstances transport the customer or any other person during the execution of the service.

5.14 The customer agrees to comply with and fulfil his obligations under this clause. In cases the customer fails to do so, the service provider has the right to deny performing the services which will be considered circumstances beyond its control which might lead to suspension or cancellation of the services.

5.15 The customer agrees to pay the Cancellation Fee as described in these terms and conditions if the service provider is prevented from performing the services at the time agreed, or at all, due to customer's failure to fulfil his obligations under this clause.

6. PRICE AND PAYMENT

6.1 The price and rates for the services will be agreed between Parties and confirmed while exchanging emails.

6.2 The price and rates for some of the services will be calculated according to the time spent in fulfilling the services which will include each period and/or part period of 60 minutes spent in providing the service.

6.3 The price and rates for some of the services will be calculated on a different basis. The customer will be notified for the applicable rates during the booking.

6.4 The price and rates for any and all particular materials requested by customers during the booking will be agreed between Parties and confirmed in the email exchange.

6.5 The Company has no control over the service providers' rates. They may vary due to changes in costs or other factors such as inflation. If the price

and rates agreed between Parties differ from the actual costs due to any reasons beyond our control, the Company will contact you to notify you of the changes. If the revised price is not acceptable to the customer, he/she is free to cancel the booking without any liability.

6.6 All payments must be paid to Building Clean London LTD by credit/debit card through the website ,cash,bank transfer and shall be received by BUILDING CLEAN LONDON LTD on behalf of the service provider.

6.7 For payments by credit/debit card, the customer will be asked to provide his/her card details at the time of the booking through our website.Once the payment is confirmed by us your time frame and date will be reserved automatically.

6.8 Payments in cash will be accepted by the service provider only upon an explicit written order given by the Company.

6.9 The service provider will charge higher then agreed for the following reasons the enumeration of which is not exhaustive:

- if any of the customer's requirements compel the service provider to make changes in the preliminary agreed services
- if the amount of work the services require increases for unpredictable reasons
- if the services the customer require are different from those agreed and confirmed upfront
- if the type of work involved is different to what was agreed before the arrival of the service provider

6.10 The service provider will require your approval to the extra amount than agreed before continuing to provide the service.

6.11 The price and rates of the services might be adjusted at any time to reflect increases or decreases in the service provider's costs such as costs of tools, equipment or materials, as well as increases in the Consumer Price Index during the previous year. The Company shall send a prior notice in writing of proposed changes which must be accepted by the customer.

6.12 The price and rates of the services do not include VAT. If the rate of VAT changes between the date of the order confirmation and the date of providing the services, the rate of VAT that you pay will be adjusted, unless you have already paid for the services in full before the change in the rate of VAT takes effect.

6.13 Immediate payment is required for providing the services. An email will specify the sum due, the required method of payment and the payment's deadline if the service wasn't booked through our website.

6.14 Building Clean London LTD will invoice you for the services either before or after completion of the services.

6.15 Payment of the invoice must be in cleared funds by the due date specified between the Parties or in the invoice.

6.16 If there is no agreement between Parties regarding the due date for payment, payment shall be due within 14 days following the date of the invoice. Credit and/or debit card payments might be processed immediately after booking the Services.

6.17 The service provider may void your booking or suspend the services with immediate effect if you delay the payment or refuse to pay for the services on or before the due date. Such actions will take place until you pay the outstanding amounts. The Company reserves the right to charge you interest for the delay or lack of payment as follows:

- the rate of 3% a year above if you are an individual
- at the rate specified in the Late Payment of Commercial Debts (Interest) Act 1998 if you are legal entity

6.18 The interest will be calculated on a daily basis from the due date until the date of actual payment of the overdue amount.

6.19 The customer must pay the interest together with any overdue amount on demand.

6.20 Any interest due calculated up to and including the date of the payment will be imposed if you do not make any payment by the due date for payment. However, you agree that the Provider may process the payment of the outstanding amount at any time on or after the due date using the card details you have provided at the time of arranging the booking.

6.21 Any dispute of an invoice undertaken in good faith after immediately informing the Company about it, shall not lead to the clauses regarding delay or non-payment for the period of dispute.

6.22 This clause shall remain valid even after termination or expiry of the current agreement.

7. THE PROVIDER'S LIABILITY

7.1 The service provider is responsible for any loss or damage the customer may suffer as a result of a predictable consequence of its failure to comply with these terms and conditions or its negligence.

7.2 The service provider is by no means responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if it is an obvious consequence of the service provider's breach or if it was contemplated at the time the contract has come into force.

7.3 The service provider will fix any damages to your property caused by it while providing the services if you are an individual.

7.4 The service provider is by no means responsible for the cost of repairing any pre-existing faults or damages to your property that it discovers while fulfilling the services.

7.5 The service provider is by no means responsible and will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity if you use the services for any commercial business or for resale purposes being considered an individual.

7.6 The service provider shall under no circumstances be liable to you being considered a legal entity, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profits, sales, business or revenues, loss of business opportunity, loss of goodwill, loss of anticipated savings, loss of or corruption to data, or any indirect or consequential loss arising under or in connection with the current agreement.

7.7 The service provider's total financial liability to you in respect of all direct, indirect and consequential losses arising under or in connection with the contract, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed a sum equal to the lower of £5,000 and the amount paid or payable to the service provider by you under the contract in the 12 months preceding the date of any claims against the service provider.

7.8 The service provider does not exclude or limit in any way its liability for:

- death or personal injury caused by its negligence or the negligence of its employees, agents, representatives or subcontractors
- breach of the terms implied by sections 49, 50, 51 and 52 of the Consumer Rights Act 2015
- breach of the terms implied by sections 2, 3, 4 and 5 of the Supply of Goods and Services Act 1982
- defective products under the Consumer Protection Act 1987
- fraud or fraudulent misrepresentation
- any other liability that cannot be excluded or limited by English law.

7.9 The terms implied by sections 3 to 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law and excluded from the contract in regard to legal entities only.

7.10 This clause shall remain valid even after termination or expiry of the current agreement.

7. **CHARGES**

7.1 Cancellation charge applies for cancellation of your booking as follows:

- for services booked and cancelled more than 48 hours before the beginning of the Services, no cancellation fee will apply
- for services booked more than 48 hours before the beginning of the services but cancelled less than 48 hours before the beginning of the services, a fixed cancellation charge of £50.00 will apply
- for services booked and cancelled less than 48 hours before the beginning of the services, a cancellation charge equivalent to 50% of the price of the booking will apply

7.2 Individual customers within the 14-day cancellation period are allowed to make changes to the booked services without charge by giving at least 48 hours' notice to the Company. The service provider reserves the right of not being able to fulfil the changes required.

7.3 Legal entities and individuals with an expired 14-day cancellation period can make changes to the booked services by giving at least 48 hours' notice to the Company prior to the beginning of the services. In this case a change in the total price of the services will occur. The Company will inform the customer of the amended price in writing and he/she is free to choose whether to cancel the booking or not. A cancellation charge may apply.

7.4 Changing the date of the booking without giving 48 hours' notice to the Company will be considered a cancellation and the customer agrees to pay the appropriate cancellation charge.

7.5 The Company reserves the right to apply other charges for each particular case after notifying the customer in writing.

8. CUSTOMER'S RIGHTS TO CANCEL THE SERVICES

8.1 As an individual and in accordance with the Consumer Contracts Regulations:

- You have the right to cancel your contract within 14 days without giving any reason.
- The cancellation period will expire after 14 days from the day of the conclusion of the current agreement.

8.2 Your decision to cancel the agreement must be submitted by a clear statement to the Company via email or a telephone call. Please use the following contact details for all cancellations:

Telephone: 07562448464

Email: buildingcleanlondon@gmail.com

8.3 To meet the cancellation deadline, you should send your cancellation statement to the Company before the cancellation period has expired.

8.4 If you cancel the agreement within the 14-day cancellation period, the Company will refund any payments received from you in cleared funds using the same means of payment you used for the initial transaction, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of the refund.

8.5 The Company will make the refund no later than 10 business days after the day it has been informed about your decision to cancel the agreement.

8.6 Making a request in writing to begin providing the services during the cancellation period, you acknowledge that:

- You shall pay the Company an amount calculated depending on the services provided before you officially inform about your decision to cancel. This may include site visit fees and any other applicable fees or charges agreed between Parties.
- You will lose the right to cancel the agreement once the services have been completed and you will have to pay for the services in full.

8.7 As a legal entity or a customer with expired 14-days cancellation period the following provisions will apply if you cancel your agreement:

- Before the beginning of the services, you have the right to cancel the services including whether you choose to cancel because the service provider is affected by an event beyond its control or the terms and conditions are changed to your material disadvantage
- The Company should be notified about your decision to cancel not less than 48 hours prior to the beginning of the services.
- If you fail to give at least 48 hours' notice of cancellation, you agree to pay the appropriate cancellation charge.
- Advanced payments for not provided services will be refunded in clear funds deducting any fees or charges agreed between Parties that may apply.
- After the beginning of the services, you have the right to cancel but you are obliged to pay in addition to the cancellation charge, the proportion of the services provided prior to the notification of your decision to cancel as well as any costs the service provider has incurred in starting to fulfil the services.
- The above mentioned payments will be deducted from the refund due to you if any. If no refund is due to you, the above mentioned payments will be invoiced to you.
- If you cancel the services due to the service provider's failure to comply with these terms and conditions, except for events

beyond our control, you do not have to make any payment to the Company.

8.8 You may cancel the services with immediate effect without charge even after they began by giving the Company a written notice when:

- the service provider breaches any of the terms and conditions set out herein and does not correct or fix the situation within seven days of you notifying it of the problem
- the terms and conditions are changed to your material disadvantage
- the service provider is affected by an event beyond its control except when this is caused by your failure to comply with your obligations according to these terms and conditions in which case you will be required to pay for any services provided up to the time of cancellation.

9. THE SERVICE PROVIDER'S RIGHTS TO CANCEL

9.1 The service provider may have to cancel the booking before the beginning of providing them due to: