



7Point Cleaning and Facilities Management

Customer Terms and Conditions

These terms and conditions (the "Terms") govern the provision of cleaning and facilities management services by 7Point Cleaning and Facilities Management ("7Point Cleaning", "we", "us", "our") to you, the customer ("you", "your"). By engaging our services, you agree to be bound by these Terms. Please read them carefully.

1. Definitions

- **"Services"**: The specific cleaning and/or facilities management services agreed upon between 7Point Cleaning and the Customer, as detailed in the Proposal/Agreement.
 - **"Customer"**: The individual, company, or organisation engaging 7Point Cleaning's Services.
 - **"Premises"**: The location(s) where the Services are to be performed.
 - **"Agreement"**: The formal contract or written confirmation (including email) outlining the agreed Services, frequency, duration, pricing, and any special conditions.
 - **"Quotation" / "Proposal"**: The document provided by 7Point Cleaning detailing the proposed Services and pricing.
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2. Quotations and Agreement

1. **Quotations**: All quotations are provided based on the information supplied by the Customer. Any significant changes to the Premises, required tasks, or working conditions may necessitate a revised quotation. Quotations are valid for [e.g., 30 days] from the date of issue.
2. **Formation of Agreement**: An Agreement is formed when:
 - You accept our written Quotation or Proposal (e.g., by signing, emailing confirmation, or verbally agreeing to proceed).
 - We commence providing Services after you have agreed to the terms (explicitly or implicitly).



3. **Scope of Services:** The exact scope of Services will be detailed in the Agreement. Any services not explicitly listed are excluded. Requests for additional services must be agreed upon in writing and may incur extra charges.
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3. Service Provision

1. **Access to Premises:** You must ensure that 7Point Cleaning personnel have safe, unobstructed, and timely access to the Premises at the agreed times. Failure to provide access may result in cancellation fees (see Section 6).
 2. **Utilities:** You must ensure the availability of necessary utilities (e.g., electricity, hot and cold water) at the Premises for our staff to perform the Services.
 3. **Safety:**
 - You are responsible for informing 7Point Cleaning of any hazards, risks, or sensitive areas within the Premises before the commencement of Services.
 - You must ensure that the working environment is safe for our staff.
 4. **Customer's Property:** We will take all reasonable care when providing Services. However, we are not liable for damage to items that are not securely fixed or are pre-damaged. Please secure or remove any fragile, valuable, or sentimental items before our arrival.
 5. **Equipment and Materials:** Unless otherwise agreed in the Agreement, 7Point Cleaning will provide all necessary equipment and cleaning materials.
 6. **Staff:** 7Point Cleaning reserves the right to send any of its trained employees or approved subcontractors to perform the Services.
 7. **Quality Assurance:** We strive to deliver high-quality services. If you are not satisfied with any aspect of the Services, you must notify us within 24 hours of the service completion. We will endeavour to rectify the issue promptly at no additional charge, where the fault lies with 7Point Cleaning.
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4. Customer Responsibilities

1. Provide accurate and complete information regarding the Premises and required Services.
2. Ensure a safe working environment for 7Point Cleaning staff.
3. Secure or remove valuable, fragile, or sentimental items.



4. Provide access to utilities as required.
 5. Notify us immediately of any changes that may affect the provision of Services.
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5. Pricing and Payment

1. **Pricing:** All prices quoted are in Great British Pounds (GBP) and are exclusive of VAT, unless otherwise stated. VAT will be added at the prevailing rate where applicable.
 2. **Payment Terms:** Payment terms will be specified in the Agreement (e.g., 7 days, 14 days, end of month).
 3. **Payment Methods:** We accept payment via [e.g., bank transfer, direct debit, credit card via specific provider]. Details will be provided on the invoice.
 4. **Late Payment:**
 - We reserve the right to charge statutory interest on overdue invoices at the rate of 8% above the Bank of England base rate, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998, plus a fixed sum for debt recovery costs.
 - Repeated late payments may result in the suspension or termination of Services.
 5. **Price Reviews:** For ongoing contracts, prices may be reviewed annually or as agreed in the Agreement, typically in line with inflation and operational cost increases. We will provide reasonable notice of any price changes.
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6. Cancellations, Rescheduling, and Termination

1. **Cancellations/Rescheduling by Customer (Ad-hoc Services):**
 - Cancellations or rescheduling requests for ad-hoc services must be made with at least 48 hours' notice.
 - If notice is less than 48 hours, a cancellation fee equivalent to 50% of the agreed service cost may be charged.
 - If notice is less than 24 hours or no notice is given, the full-service cost may be charged.
2. **Cancellations/Rescheduling by Customer (Contracted/Regular Services):**



- Cancellations or rescheduling of a regular service must be made with at least 24 hours' notice.
- Late notice (less than 24 hours) or no notice may result in the full charge for the missed service visit.

3. Termination of Ongoing Contracts:

- Either party may terminate an ongoing service contract by providing 30 days' written notice.
- For serious breaches of these Terms, the non-breaching party may terminate the Agreement immediately by written notice.

4. Cancellations by 7Point Cleaning: We reserve the right to cancel or reschedule services due to unforeseen circumstances (e.g., staff illness, extreme weather, safety concerns). We will endeavour to provide as much notice as possible and reschedule at your earliest convenience.

7. Liability and Insurance

1. Our Liability:

- 7Point Cleaning holds Public Liability Insurance and Employers' Liability Insurance.
- We will exercise reasonable care and skill in performing the Services.
- Our liability for any loss or damage caused by our negligence or breach of contract is limited to the value of the Services provided, or the limits of our insurance policy, whichever is lower.
- We are not liable for:
 - Pre-existing damage or defects at the Premises.
 - Damage caused by faulty or unsafe products/equipment supplied by the Customer.
 - Damage to items not securely fixed or secured.
 - Loss or damage to property where the Customer has failed to comply with their responsibilities (e.g., securing valuables).
 - Consequential loss or indirect damages (e.g., loss of business, loss of profit).



2. **Customer's Liability:** You are responsible for any damage or injury caused to our staff or equipment due to your negligence or breach of these Terms.
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8. Data Protection and Privacy

1. **GDPR Compliance:** 7Point Cleaning is committed to protecting your privacy and personal data in compliance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.
 2. **Use of Data:** We will collect and process your personal data (e.g., name, contact details, payment information) solely for the purpose of providing the Services, billing, and legitimate business operations.
 3. **Confidentiality:** All information shared by the Customer with 7Point Cleaning will be treated as confidential. Our staff are trained to respect client confidentiality.
 4. **Privacy Policy:** Our full Privacy Policy is available on our website at [Your Website Link] and explains in detail how we collect, use, store, and protect your personal data.
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9. Complaints Procedure

1. In the unlikely event that you have a complaint regarding our Services, please contact us in writing (email preferred) at [Your Email Address] or by calling [Your Phone Number] within [e.g., 24-48 hours] of the service completion.
 2. Please provide full details of the complaint, including date, time, and specific issues.
 3. We will acknowledge your complaint within [e.g., 2 working days] and aim to resolve it within [e.g., 5-7 working days].
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10. Force Majeure

Neither party shall be liable for any delay or failure to perform its obligations under these Terms if such delay or failure is caused by an event beyond its reasonable control, including but not limited to acts of God, war, terrorism, civil commotion, strikes, industrial disputes, extreme weather conditions, or governmental regulations.

11. General Provisions



1. **Entire Agreement:** These Terms, along with the specific Agreement for Services, constitute the entire agreement between you and 7Point Cleaning.
2. **Severability:** If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.
3. **Amendments:** 7Point Cleaning reserves the right to update or amend these Terms at any time. Any changes will be communicated to you in writing and posted on our website.
4. **No Waiver:** Our failure to enforce any provision of these Terms shall not be construed as a waiver of that provision or our right to enforce it later.
5. **Governing Law and Jurisdiction:** These Terms and any dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with the laws of **England and Wales**. Both parties agree to submit to the exclusive jurisdiction of the courts of England and Wales.