



Zauberfee Cleaning Services Limited – the sparkly introduction agency!

Terms & Conditions

Zauberfee Cleaning Services Limited can be contacted by email at info@zauberfee-cleaning.co.uk and is registered in England & Wales under company no. 11004364. Its registered office is at 128 City Road, London EC1V 2NX.

1. Preamble

These Terms and Conditions together with the Schedules, the fees published on www.zauberfee-cleaning.co.uk (the “Website”) from time to time and any extra fees agreed (the “Fees”), the description of the services published on the Website from time to time (the “Services”), the completed “Client Information Form” and, for “Regular Cleaning Services” and “Cleaning Services for Private Landlords” the completed “Standing Order Confirmation Form” constitute the legally binding agreement (the “Agreement”) between the introduction agency, Zauberfee Cleaning Services Limited, (the “Agency”) and the domestic householder (the “Client”) who seeks the provision of interior domestic cleaning and/or ironing services (together, the “Cleaning Services”). Such Cleaning Services will be provided by an independent domestic cleaner (the “Cleaner”), while the Agency solely provides introduction services between the Client and the independent Cleaner (the “Introduction Services”), as defined in these Terms and Conditions.

The Agreement is published on the Website and the “Client Information Form” and the “Standing Order Confirmation Form” may be provided to the Client by the Agency and/or published on the Website. The Agency, in its sole discretion, may from time to time update and/or amend the Agreement.

By requesting the Agency’s Introduction Services (e.g. by phone, email or in writing) the Agreement shall come into effect and the Client agrees to be bound by the Agreement. It is up to the Client to review the Website periodically for updates and amendments. The Agreement constitutes the entire

agreement and understanding of the parties with respect to its subject matter and supersedes any and all other communications, notifications and/or agreements.

2. Introduction Services provided by the Agency

- 2.1 The Agency does not employ any Cleaners, either directly or indirectly, and solely acts as an introduction agency between the Client and the independent professional Cleaner.
- 2.2 The Client pays the applicable hourly cleaning/ironing rate and any other applicable fees to the Cleaner directly (the "Cleaning Fee") and, in addition, pays an introduction fee to the Agency (the "Introduction Fee"). The applicable Cleaning Fees and Introduction Fees as well as permissible payment methods are published on the Website (Fees), together with pricing examples. It is up to the Client to review the Website periodically for updates and amendments.
- 2.3 The Introduction Fee will vary depending on (i) the number of hours of Cleaning Services required and (ii) the type of Cleaning Services needed, i.e. "Regular Cleaning Services", "One-Off Cleaning Services" or "Cleaning Services for Private Landlords". The various types of Cleaning Services are described on the Website (Services). The Client will be asked to complete and submit the "Client Information Form" which details the Client's requirements to the Agency.
- 2.4 Upon receipt of the completed "Client Information Form" from the Client, the Agency will review its database of independent Cleaners (the "Database") to identify Cleaners able to provide the Cleaning Services requested, including at the times selected, by the Client with respect to the Client's domestic property (the "Property"). Once an available Cleaner is identified, the Agency will send the Client the "Introduction Services Confirmation Form", included in Schedule 1, which, among others, confirms details, such as the Introduction Services start date, the Introduction Fee and any payment obligations.
- 2.5 Clients who have selected "Regular Cleaning Services" or "Cleaning Services for Private Landlords" must immediately set up the required *advance* monthly standing order with their bank and complete, sign and submit the "Standing Order Confirmation Form" to the Agency. Once the Agency has received (i) the completed and signed "Client Information Form", (ii) the completed and signed "Standing Order Confirmation" and (iii) the first monthly Introduction Fee, the Agency will provide the Client with the name and contact details of a Cleaner who has availability.
- 2.6 In their discretion, the Client may interview the Cleaner. In any event, the Client shall engage the Cleaner to provide Cleaning Services, if they consider the Cleaner appropriate and suitable for the services required. If, at any point, the Client is not satisfied with a Cleaner's performance, they may request that the Agency introduce them to a new Cleaner. The Client is solely responsible for satisfying themselves as to the suitability of the Cleaner.

- 2.7 After a Cleaner has provided Cleaning Services to the Client for the first time, the Introduction Fee is non-refundable. The Client is responsible for paying the monthly Introduction Fee, even if the Client does not require any Introduction Services and/or Cleaning Services for a period of time or temporarily requires less hours than initially set out in the “Client Information Form”, e.g. Client absence due to holiday.
- 2.8 Introduction Services and Cleaning Services to the Client will be suspended, if any payments owed to the Agency or the independent Cleaner are not made timely.
- 2.9 If the Introduction Fee or Cleaning Fee is overdue, a late fee of £5 per week for each will be charged to the Client by the Agency and/or the Cleaner. Any additional reasonable costs incurred by the Agency and/or the Cleaner in order to collect any unpaid fees will be charged to the Client.
- 2.10 If the Cleaner needs to pick up and/or return the Property key from any location other than the Property, an extra fee (payable directly to the Cleaner) of £10 will apply for each trip. The Cleaner will advise the Client and make arrangements in advance.
- 2.11 Depending on the Property’s location, an extra fee and/or travel expenses (payable directly to the Cleaner) may apply. The Cleaner will advise the Client and make arrangements in advance.
- 2.12 The Agency seeks to introduce Cleaners which are professional, reliable, punctual and dedicated by conducting the following review (the “Review Process”):

The Agency

- interviews each Cleaner and
- obtains from the Cleaner
 - proof of identity (e.g. certified copy of passport or driving license etc)
 - two proof of present address (e.g. copy of household utility bill, bank statement etc),
 - two written references from a prior client; prior employer and/or colleague or peer; or an individual who has known the Cleaner for at least 5 years
 - proof of eligibility to work in the UK, if required.

- 2.13 The Client understands that the Agency does not have access to police and criminal records and that the Review Process may fail to identify any false, incorrect, incomplete or misleading information provided to the Agency by the Cleaner or any third party.

2.14 The Agency does not accept any responsibility and liability with respect to any potential failure or oversight in the Review Process, nor should the Review Process fail to identify any false, incorrect, incomplete or misleading information provided to the Agency by the Cleaner or any third party.

2.15 Should a Client reasonably wish to switch their Cleaner or require temporary cover or if their Cleaner is no longer available to provide Cleaning Services to the Client, the Agency will make reasonable efforts to introduce the Client to a possible replacement Cleaner, however, the Client may need to be flexible with respect to their preferred day/s and time/s for their Cleaning Services.

3. Client Obligations

3.1 The Client shall treat the Cleaner with courtesy and respect.

3.2 The Client must make available to the Cleaner the necessary “Electrical Equipment” (e.g. steam iron, vacuum cleaner etc) and “Cleaning Materials” (cleaning tools and products, e.g. cleaning sprays, liquid cleaners, brushes, cloths, sponges, wipes, bucket, mop, window or shower squeegee, feather duster, broom, plastic hand gloves, ironing board etc). The Client shall allow the Cleaner the necessary access to hot water and power.

3.3 The Client shall provide Cleaning Materials and Electrical Equipment that are safe to use, in full working order and comply with applicable health and safety standards. The Client must instruct and advise the Cleaner on the safe use of the Cleaning Materials as well as the Electrical Equipment which must be in excellent working order and comply with applicable health and safety standards. The Agency strongly recommends that the Client familiarise themselves with their obligations under the Health & Safety at Work Act and other applicable laws and regulations. The Client is responsible for providing a healthy and safe working environment for the Cleaner.

3.4 If the Cleaner is unable to provide the scheduled Cleaning Services to the Client due to a lack of working Electrical Equipment, the necessary Cleaning Materials or a lack of power or hot water, the Client shall nevertheless pay the Cleaner the full Cleaning Fee (including any extra fees) applicable.

3.5 When the Cleaner is providing Cleaning Services to the Client for the first time, the Client shall go through each room of the Property with the Cleaner to discuss and specify the Cleaning Services expected and any special cleaning methods required for specific items and/or areas. The Client will further advise the Cleaner with respect to their expectations and which tasks to prioritise.

- 3.6 The Agency recommends that the Client should ask and discuss the Cleaner's preferences and suggestions, e.g. on eco-friendly and biological cleaning options the Cleaner may be familiar with.
- 3.7 Instead of bleach or bleach products ("Bleach"), the Agency strongly recommends the use of alternatives, such as, baking soda, vinegar, lemon or other organic Cleaning Materials. Bleach poses health risks to humans and pets but may also cause damage to furniture, floors, carpets, surfaces and other household items. The Agency does not accept any responsibility or liability relating to any issues caused by Bleach. It should be noted that insurers are likely to exclude or limit liability for any damages, injuries and/or health problems due to the use of Bleach, e.g. due to "contributory negligence" by the Client.
- 3.8 Instead of abrasive and/or corrosive cleaning agents, cloths and materials or chemical cleaners, including but not limited to cream cleaners ("Abrasive Materials"), the Agency strongly recommends the use of alternative non-abrasive materials, such as micro-fibre cloths and surface and environment friendly products. Abrasive Materials may cause health risks and/or damage, either immediately or by their repeated use to, among others, glass, lacquered and/or stainless steel surfaces as well as any other surfaces, floors or household items. The Agency does not accept any responsibility or liability relating to any issues caused by Abrasive Materials. It should be noted that insurers are likely to exclude or limit liability for any damages, injuries and/or health problems due to the use of Abrasive Materials, e.g. due to "contributory negligence" by the Client.
- 3.9 The Client shall provide the Cleaner with a clear list of tasks, duties and instructions in order for the Cleaner to gain a clear understanding of the Client's expectations and requirements. The Agency suggests the Client uses the "Domestic Cleaner Task Sheet", published on the Website (T&C's/Forms).
- 3.10 With respect to ironing, the Client shall provide the Cleaner with clear and detailed instructions. The Client will clearly identify to the Cleaner those clothing items which require special care, caution or attention as well as all valuable items of clothing. The Client is responsible for supervising the Cleaner while performing ironing services.
- 3.11 The Client shall remove or secure Valuable Items in advance of the Cleaner providing Cleaning Services. Valuable Items are defined as, but are not limited to, cash, jewellery, art, antiques, fragile and breakable items and items of monetary and/or sentimental value. In the event, the Client elects, in their sole discretion, that a Valuable Item remains in situ during the provision of Cleaning Services and/or would like the Valuable Item to be cleaned, the Client must provide clear and detailed instructions to the Cleaner and supervise the Cleaner carefully and diligently to avoid damages, breakages, losses or any other issues. The Agency does not accept any responsibility or liability for the damage or loss of a Valuable Item.

3.12 The Client shall not ask the Cleaner to do any of the following:

- 3.12.1 provide “deep cleans”, including the use of special equipment, or specialised cleaning of any Valuable Item,
- 3.12.2 lift or move heavy items,
- 3.12.3 work outside (e.g. gardening),
- 3.12.4 work at height or on ladders (i.e. in a place where, if precautions were not taken, the Cleaner could fall a distance likely to result in personal injury),
- 3.12.5 clean the exterior of the Property,
- 3.12.6 provide childcare/baby-sitting services/elder care
- 3.12.7 look after pets and/or walk the dog/s,
- 3.12.8 go shopping or run any other errands outside the Property.

3.13 In order for the Client to be able to appropriately supervise and direct the Cleaner, the Agency strongly recommends that the Client is on-site during cleaning visits. However, in the event that the Client is unable to be present during a cleaning visit, the Client must leave clear instructions and must make sure the Cleaner has access to the Property in order to be able to provide the scheduled Cleaning Services. If the Cleaner, for any reason whatsoever, is unable to access the Property and, consequently, unable to provide the Cleaning Services, the Client must nevertheless pay the Cleaner the full Fee (including any extra fees) applicable for the scheduled cleaning visit.

3.14 The Client shall carefully consider whether they wish to provide a set of spare keys and/or information as to the Property’s alarm system (the “Alarm”) to the Cleaner and chooses to do so at their own risk and discretion.

3.15 Clients, who have selected “Regular Cleaning Services”, will with at least 24 hours’ notice arrange, rearrange and/or cancel cleaning appointments with the Cleaner directly. If the Client is unable to cancel or rearrange a cleaning appointment within at least 24 hours’ notice, the Client must nevertheless pay the Cleaner the full Fee for the scheduled cleaning visit. The various types of Cleaning Services are described on the Website (Services).

3.16 Clients, who have selected “One-off Cleaning Services” or “Cleaning Services for Private Landlords”, will with at least 48 hours’ notice (i) arrange, rearrange and/or cancel cleaning appointments with the Cleaner directly, if they have been given the Cleaner’s name and contact details by the Agency or (ii) arrange, rearrange and/or cancel cleaning appointments with the Agency, if the Cleaner’s name and contact details are not yet known to the Client. If the Client is unable to cancel or rearrange a cleaning appointment within at least 48 hours’ notice, the Client must nevertheless pay the Cleaner the full Fee (including any extra fees) for the scheduled cleaning visit. The various types of Cleaning Services are described on the Website (Services).

3.17 If the Client wishes to permanently vary any details of the Agreement, e.g. the regular number of hours of Cleaning Services per week requested in the completed “Client Information Form”, the Client must complete an updated “Client Information Form” and

submit it to the Agency prior to increasing or reducing the number of regular weekly hours and/or changing any of the agreed terms. The Agency will endeavour to accommodate changes reasonably requested as soon as practical and will notify the Client when the changes will come into effect as well as any changes to the Fees. The Client may also be required to amend their standing order and to complete an updated “Standing Order Confirmation Form”. The applicable Fees are published on the Website (Fees), together with price examples. Any extra fees will be advised by the Cleaner in advance and are payable to the Cleaner directly.

- 3.18 The Client must notify the Agency in writing of any complaints and concerns (e.g. Cleaner absences) within 24 hours following the end of the cleaning and/or ironing visit. This will allow the Agency to liaise with the Cleaner and to try to assist the Client in resolving any performance issues with their Cleaner. However, as set out above, the Agency strongly recommends that the Client is present during cleaning visits, especially, at the beginning of the cleaning/ironing visit to provide the necessary instructions and a task list and at the end of the cleaning/ironing appointment to carry out an inspection and to raise any concerns immediately and request any corrections directly and instantly from the Cleaner.
- 3.19 The Client is responsible for keeping a record of attendance and all payments made to their Cleaner. The Agency publishes the “Monthly Time Sheet” on the Website (T&C’s/Forms) to enable the Client to record attendance and monies paid to the Cleaner. The Client must keep completed and signed “Monthly Time Sheets” for up to three years from the end of the tax year they relate to. Client should refer to <https://www.gov.uk/pay-for-employers/keeping-records> for further detail and up-to-date information. Upon the Agency’s request, the Client will immediately provide copies of the completed “Monthly Time Sheets” to the Agency.

4. Relationship between Client and Cleaner

- 4.1 The Client employs the Cleaner to provide “Regular Cleaning Services”, “One-off Cleaning Services” or “Cleaning Services for Private Landlords”, tailored to the Client’s requirements. The various types of Cleaning Services are described on the Website (Services).
- 4.2 The Cleaner is under the Client’s supervision, control and responsibility. The Client monitors the Cleaner’s performance and is responsible for satisfying themselves, using their own judgement, that the Cleaner is suitable for their specific needs.
- 4.3 The Client will contract with the Cleaner directly (the “Employment Agreement”). The Employment Agreement constitutes a separate agreement between Client and Cleaner only and its individual terms, as amended from time to time, are mutually agreed between the Client and the Cleaner, without any involvement or participation from the Agency. The Client shall pay the Cleaning Fee to the Cleaner directly and immediately for the Cleaning Services.

- 4.4 The Client is responsible for complying with all applicable UK employment law acts, among others, in relation to managing health and safety and keeping records of attendance and payments made.
- 4.5 The Client has appropriate and adequate insurance/s (e.g. Third Party Liability or Employer's Liability Insurance etc) in place to cover any (i) damages or losses caused by the Cleaner and (ii) injuries the Cleaner may sustain during the provision of the Cleaning Services and on the way to and from the Property and/or to pick up keys from another property, (the "Client's Insurance"). Upon the Agency's request, the Client will provide evidence to the Agency that such insurance cover is in place and that the relevant premiums have been paid timely and consistently. The Client agrees that the Cleaner and the Cleaning Services will be covered primarily by the Client's Insurance.
- 4.6 Notwithstanding the provisions of clause 4.5 above, each Cleaner may maintain their own public liability insurance (the "Cleaner's Insurance") and may provide a copy of the insurance certificate and all relevant details to the Client upon request. The Client will periodically satisfy themselves that the Cleaner has continuous Cleaner's Insurance in place and that the terms and conditions of the Cleaner's Insurance are applicable and appropriate. The Cleaner's Insurance is meant to be for contingency purposes only. The Client's Insurance will be the primary insurance relating to the Cleaner and the Cleaning Services.
- 4.7 In the event that the Client is in breach of the Employment Agreement, this Agreement and/or is in arrears with respect to any payments owed to the Agency and/or the Cleaner, the Cleaner's insurance may not apply.
- 4.8 The Cleaner is not responsible or liable for any failure or delay in the performance of the Cleaning Services whether wholly or partially caused by events outside the Cleaner's reasonable control (Force majeure).

5. Exclusion of Agency's Liability

- 5.1 In no event, shall the Agency be liable for any direct or indirect damages, losses, costs or expenses including any consequential, indirect, punitive, special or incidental damages, losses, costs or expenses howsoever caused to the Client, the Cleaner or any third party.
- 5.2 Further to the provisions in clause 5.1 above, the Agency expressly does not accept any responsibility or liability with respect to:
- 5.2.1 the triggering of the Alarm. The Client must provide clear instructions with respect to the activation and deactivation of the Alarm to the Cleaner and explain the general use and risks associated with the Alarm to the Cleaner.
 - 5.2.2 the loss of keys, damage to windows/window locks and doors/door locks and the locking, unlocking and securing of windows and doors. The Client must provide clear

instructions with respect to the safe-keeping of keys and the locking, unlocking and securing of windows and doors to the Cleaner. The Agency does not accept responsibility or liability for key replacements, locksmith fees or similar costs.

- 5.2.3 damaged, lost or stolen items including Valuable Items (see clause 3.11). The Client must monitor and supervise the Cleaner at all times. The Agency does not accept any responsibility or liability for the theft or other loss of or damage to the Client's possessions or any other damage to the Client's Property.
- 5.2.4 damage caused by Bleach: The Agency advises against the use of Bleach and does not accept responsibility or liability for any damages or health issues due to the use of Bleach.
- 5.2.5 damage caused by Abrasive Materials: The Agency advises against the use of Abrasive Materials and does not accept responsibility or liability for damages or health issues due to the use of Abrasive Materials.
- 5.2.6 damage or injury caused through or during ironing: The Agency does not accept responsibility or liability for any ironing damage caused to clothes or other materials, nor does the Agency accept responsibility or liability for any health issues or injuries caused through or during ironing.
- 5.2.7 existing damage or spillage, failure to remove old/permanent stains or damage, existing wear or discolouring of fabrics or similar existing stains, discolourations or stains.
- 5.2.8 damages and stains caused by third parties present during the cleaning or ironing visit.
- 5.2.9 any of the Cleaner's or the Client's acts and/or omissions.
- 5.2.10 any failure or delay in the performance of the Introduction Services and/or Cleaning Services whether wholly or partially caused by events outside the Agency's reasonable control (Force majeure).

For the avoidance of doubt, the list above in 5.2.1 to 5.2.10 is a non-exhaustive list and does not limit anything set out in clause 5.1 above.

6. Term of Agreement and Termination

- 6.1 Except with respect to the provision of "One-Off Cleaning Services", the Agreement is entered into for a minimum period of three months (the "Fixed Term"). At the end of the Fixed Term, the Agreement will immediately and automatically continue on a monthly rolling basis.

- 6.2 The Fixed Term starts on the first day of the provision of the Introduction Services (the “Start Date”). The Agency will confirm the Start Date and the Fixed Term period to the Client in the completed “Introduction Services Confirmation Form”.
- 6.3 At the end of the Fixed Term, the Agreement can be terminated by the Client by giving at least one month’s prior written notice using the “Termination of Agreement Notice” included in Schedule 2, the notice to expire at the end of the Fixed Term.
- 6.4 After the end of the Fixed Term, the Agreement can be terminated by the Client by giving at least one month’s prior written notice using the “Termination of Agreement Notice” included in Schedule 2, the notice to expire at the end of the month.
- 6.5 The Client shall not engage or refer any Cleaners which were introduced to the Client by the Agency or any of its Cleaners (“Introduced Cleaners”) within a period of 12 months following the termination of this Agreement. Should the Client engage or refer Introduced Cleaners in contravention of this clause, **a fine of £1,000** will be payable to the Agency within 7 days of receiving such payment request from the Agency.
- 6.6 The Agency can terminate the Agreement by giving the Client one month’s notice.

7. Miscellaneous

- 7.1 If any term or provision of this Agreement shall, to any extent, be contrary to any applicable law or otherwise invalid or unenforceable, the remainder of this Agreement shall not be affected thereby and shall otherwise remain in full force and effect.
- 7.2 The Client agrees for the Agency to use its personal data with respect to the provision of Introduction and Cleaning Services in relation to this Agreement as well as for administrative purposes. The Agency will not use the Client’s data for marketing purposes, nor will it pass on the Client’s data to a third party other than the relevant Cleaners on its Database, except if required to do so by law.
- 7.3 This Agreement will be governed solely by, and construed solely in accordance with, English law. The English courts have exclusive jurisdiction to settle any dispute, difference or other question arising in any way out of or in connection with this Agreement.

8. Intellectual Property

All content in or on the Website, brochures, leaflets, flyers, forms, documents and legal agreements, including pictures, photos, images, designs, logos and texts, (the “Content”) is owned by the Agency and shall not be used by the Client, the Cleaner or any other third parties.

Schedules:

Schedule 1 – Introduction Services Confirmation Form

Schedule 2 – Termination of Agreement Notice

Schedule 1 – Introduction Services Confirmation Form



- *To be completed by Agency and sent to Client by email* -

Following receipt of the completed Client Information Form from the Client, the Agency will review its Database for an independent Cleaner that would be able to provide the Cleaning Services requested at the times selected by the Client. If a possible match is identified, the Agency will send the Client the Introduction Services Confirmation Form.

Introduction Services Confirmation

- I. Client has selected “Regular Cleaning Services” or “Cleaning Services for Private Landlords”.

1. Client Name/s and Address:

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2. Property Address – if different to Client Address:

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3. Type of Services and hours per week:

Regular Cleaning Services?	Cleaning Services for Private Landlords?
Cleaning Only?	Cleaning and Ironing?
Hours per week?	Notes:

4. Introduction Services start date (the “Start Date”):

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5. Introduction Services Fixed Term period (3 months from Start Date):

The Fixed Term begins on [] and ends on [] .
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Important Notice for Clients:

At the end of the Fixed Term, the Agreement will immediately and automatically continue on a monthly rolling basis.

*At the end of the Fixed Term, the Agreement can be terminated by the Client by giving at least one month’s prior written notice using the **Termination of Agreement Notice**, the notice to expire at the end of the Fixed Term.*

*After the end of the Fixed Term, the Agreement can be terminated by the Client by giving at least one month’s prior written notice using the **Termination of Agreement Notice**, the notice to expire at the end of the month.*

6. **Monthly Agency Introduction Fee:**

- The current monthly Agency Introduction Fee is [].
- The first monthly payment of the Agency Introduction Fee is due on [].
- Thereafter, the monthly Agency Introduction Fee is paid, in advance, on the [] of each month by standing order.
- *Client will pay cleaning charges of currently [] per hour to the independent Cleaner separately and directly, ideally in advance by bank transfer.*

Following receipt of the Introduction Services Confirmation from the Agency, Client to set up standing order and complete, sign and submit the Agency's Standing Order Confirmation Form immediately. Agency will then introduce the independent Cleaner to Client.

Important Notice for Clients:

- The Agency has discretion to update and amend the Agreement from time to time. Therefore, the details of the Introduction Services Confirmation may also be subject to change from time to time. The Agency recommends the Client reviews the Website (www.zauberfee-cleaning.co.uk) periodically for updates and changes.
- The applicable Fees and payment methods are published on the Website (Fees), together with price examples. The Agency recommends the Client reviews the Website periodically for updates and changes.
- The Client shall not engage or refer any Cleaners which were introduced to the Client by the Agency or any of its Cleaners ("Introduced Cleaners") within a period of 24 months following the termination of this Agreement. Should the Client engage or refer Introduced Cleaners in contravention of this clause, **a fine of £1,000** will be payable to the Agency within 7 days of receiving such payment request from the Agency.

II. Client has selected “One-Off Cleaning Services”

1. Client Name/s and Address:

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2. Property Address – if different to Client Address:

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3. Type of Services and hours requested

One-Off Cleaning Services requested	Purpose (e.g. spring-clean, after-party, house move etc):
Cleaning Only?	Cleaning and Ironing?
Hours: Number of Cleaners:	Notes:

4. Date and time One-Off Cleaning Services required

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5. One-off Agency Introduction Fee:

<ul style="list-style-type: none">• The one-off Agency Introduction Fee is [].• Payment to the Agency is due, in advance, on [] by bank transfer.• <i>Client will pay cleaning charges of [] per hour to independent Cleaner separately and directly, ideally in advance by bank transfer.</i>
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Upon receipt of the one-off Introduction Fee from the Client, Agency will then introduce the independent Cleaner to Client.

Important Notice for Clients:

- The Agency has discretion to update and amend the Agreement from time to time. Therefore, the details of the Introduction Services Confirmation may also be subject to change from time to time. The Agency recommends the Client reviews the Website (www.zauberfee-cleaning.co.uk) periodically for updates and changes.
- The Client shall not engage or refer any Cleaners which were introduced to the Client by the Agency or any of its Cleaners ("Introduced Cleaners") within a period of 24 months following the termination of this Agreement. Should the Client engage or refer Introduced Cleaners in contravention of this clause, **a fine of £1,000** will be payable to the Agency within 7 days of receiving such payment request from the Agency.

Schedule 2 – Termination of Agreement Notice



- To be completed by Client and sent to Agency by email (info@zauberfee-cleaning.co.uk) -

Termination of Agreement Notice

To: Zauberfee Cleaning Services Limited

Date: *[fill in date]*

Dear Zauberfee Cleaning Services Limited,

I am/we are writing to inform you that following the end of the Fixed Term, I am/we are giving you _____ weeks/months *[please select]* advance notice that I/we wish to terminate the Agreement at the end of _____ *[please fill in month and year]*, the “End Date”.

I/we confirm that I/we will continue to pay the monthly Introduction Fee and the Cleaning Fee as well as any applicable extra fees (as agreed with the Cleaner) up to the End Date.

I/we confirm that we will not engage any Cleaners which were introduced to us by the Agency or any of its Cleaners (“Introduced Cleaners”) within a period of 24 months following the termination of this Agreement.

Please refer to the [attached Appendix 1](#) for relevant details.

Kind regards,

[Client Name]

Appendix 1 – Relevant details (to be completed by Client and submitted by email to the Agency attached to the Termination of Agreement Notice)

Client Name/s and details

Client Name/s:
Client Address:
Client Email Address:
Client Phone Number:

Property Address – if different to Client Address:

Cleaner Name and details

Cleaner Name:
Cleaner Address:
Cleaner Email Address:
Cleaner Phone Number:

Introduction Services start date (the “Start Date”):

fill in date

Introduction Services Fixed Term period (3 months from Start Date):

The Fixed Term began on [*fill in date*] and ends/ended on [*fill in date*].

Last cleaning visit to take place on:

fill in date

Last monthly Introduction Fee due on:

fill in date