



Simply Dazzle Terms and Conditions

The customer is the person (and the company they represent) who has authorised the work to be conducted, this is via email, or in written signed agreement,

1. It should be expected that from time to time and/or due to unforeseen reasons the agreed times, days and length of time for the work may need to be altered. Upon such an occurrence Simply Dazzle will notify the customer of the alternative arrangements required. Any times of arrival given, are provided as an expected time, and Simply Dazzle may deviate by one hour either way without prior notice.

2. a) From time to time, depending on the kind of work conducted, or the basis of a first time customer, payment maybe expected at the time of the work being conducted.

2. b) For most part it is expected that at the completion of the work the customer will make full payment of the invoiced amount by way of bank transfer, cheque, or cash payment within twenty working days (Monday to Friday).

2. c) For payments made by cheque or cash there will be a surcharge of £1.50 to cover bank administration charges.

3. Any keys provided for the conducting of work may be held until payment. If full payment is not received within thirty days of invoice being released a surcharge of 5% may be added to any outstanding balance. The surcharge will be added for each consecutive thirty days passed. Where discount has been arranged, this is only offered on condition of prompt payment, and may be removed when late payment surcharges are added. This will be at the discretion of the Proprietor.



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4. a) Services to be performed by Simply Dazzle must have prior arrangement between both parties by email, text, or in writing with the customer. Only work scheduled under the agreed pricing estimate and with prior arrangement can be expected, and this will be bound by time permitted. Any overrunning of times to perform the tasks will be chargeable if deemed by Simply Dazzle to be beyond their control (this may be due to higher than normal mess, cleaning requirement, issues setting alarms etc). Other works be it deemed essential by Simply Dazzle or by way of a customer request shall be charged accordingly by the hourly rate plus material expenses.

4. b) Failure to gain access to the premises due to customer oversight will be charged as an hour's work.

4. c) The standard price of Simply Dazzle work (Monday to Friday 8am to 9pm) is £22 per labour hour, plus material expenses, and travel at 55p per mile (return) from Bath urban area. Any separate price or time estimates provided by Simply Dazzle via email trump the standard price and will often be cheaper for ongoing services. All estimates and pricing are open to adjustment, in most cases the customer will be notified within one month of any price changes. All estimates on both time and price are given with a 20% (+/-) variant. VAT will also be added to all charges at point of invoice.

4. d) In addition to paragraph 4.c additional Low Premium Additional (LPA) percentage charges are applied for unsociable working hours. These are set at 4% for hours worked Monday to Friday 6am to 8am and 9pm to 11pm. Saturday 8am to 9pm 6%, Sunday and Bank Holidays are charged at double the rate as would be applied for similar times Monday to Friday. Other unsociable hours and their applicable rates will be discussed at time of request.

5. For most part, Simply Dazzle provides required kits, however at times the customer will be required to do so. These arrangements will be discussed at the point of estimate, or upon special requirements arranged with the customer. Normally Simply Dazzle will request access to a vacuum and mop equipment. Where access is provided to equipment, materials, or chemicals, the onus to ensure condition is fit for purpose remains that of the customer. Chemicals must be properly labelled, with simple to follow user instructions.



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6. The customer agrees to waive any liability upon Simply Dazzle (and/or its employees) for any scratches, blemishes, marks, breakages that may appear or happen to any surface, decoration, ornament, glass, or equipment during or after standard and normal professional cleaning. Our cleaning methods include the use of brushes, mops, scourers, scrapers, vacuums, steam cleaners, cloths, paper roll, and chemicals which are considered normal in cleaning procedures. The customer agrees and understands that Simply Dazzle (and/or its employees) uses tools, methods, and procedures connected with professional cleaning, and that Simply Dazzle (and/or his employees) have been contracted to provide such services. The customer agrees and understands that sharp equipment, scrapers, and chemicals are among the tools used in normal cleaning procedures and methods. The customer agrees and understands Simply Dazzle (and/or its employees) will employ the use of such mentioned tools on surfaces, decoration, ornament, glass, or equipment belonging to the customer. The customer agrees and understands that Simply Dazzle (and/or its employees) will only proceed with cleaning with this Waiver having been agreed in line with the rest of these terms and conditions. Upon the customer receiving these terms and conditions, and work commencing Simply Dazzle (and/or his employees) will not be liable for any damage to any form of surface, decoration, ornament, glass, or equipment belonging to the customer. This Waiver ONLY applies for accidental damage however caused but does NOT cover damage due to purposeful or mistreatment on the part of Simply Dazzle (and/or its employees).

8. Simply Dazzle operates under complete cover of public and employers' liability insurance to safeguard all those impacted by services provided. Simply Dazzle conducts all payroll and team pensions in accordance with UK government guidelines.

9. Either party may terminate the work to be conducted and/or being conducted at any point by written and/or emailed notice to the other party. Termination raised by customers with less than one-week notice will incur a 25% charge of original estimate, if work is cancelled on the day this will rise to 50%. For part services already conducted at point of cancellation the above cancellation charges will apply for the remaining work estimated. Any keys provided will be held until payment.

