

Dear Valued client

We do appreciate your business and therefore we want you to take some time to review this Agreement, as the use of our services constitutes your acceptance of these terms and conditions.

We offer the following services:

1. Pre and Post Occupational Cleaning and Preparation
2. Post Renovation/Building Cleaning
3. Window Cleaning
4. Office Cleaning Solutions
5. Post Construction Cleaning
6. Post Event Cleaning
7. Housekeeping Solutions (general household duties)
8. On-site cleaning of blinds
9. Carpet cleaning,
10. Mattress Cleaning
11. Upholstery and chair cleaning
12. Floor, tile grout cleaning.

Assure2Clean Terms and conditions

1. The main target of Assure2clean is to supply you with a domestic worker/s on the days you want service, where possible we will send the same lady every time, and you are welcome to change chars as often as you want, no questions asked! If your normal char is not available, we will supply another one. We supply the transport for the domestics included in the rate we charge. They will spend a minimum of 6.5 hours, (which includes a 30 min. break) We cannot guarantee that your home or office will be cleaned during this time period, which is dependent on the size of the premises and the nature and extent of the work to be done. extra time can be arranged prior to the cleaning which will result extra costs. Please do not expect your house to be spotless after the first clean, we therefore recommend a deep clean with the first service and from then onwards we will keep the house up to standard.
2. We can do team cleaning with three domestics for three hours and all normal cleaning as stated in this document will apply. The team cleaning will be discussed with every client who prefers a team. In team cleaning, we will supply food for the domestics as well as cleaning stuff.
3. We request lunch of 4–6 Sandwiches or left-over food and something to drink, coffee, tea or coldrink for the domestic when she is doing normal household cleaning. In offices we will supply food. Please do not provide food that is “off” We respect our chars and don’t want them to eat “off” food
4. We normally use your chemicals in normal housecleaning, due to the fact that we respect your choice of smells etc. we are able to supply chemicals at an extra fee. We only use biodegradable chemicals that won’t harm anything, and you are welcome to buy these chemicals from us if needed.
5. Your domestic will be required to do normal house or office cleaning/ironing/windows etc. **Please take note that she can only do what is possible in 6 hours’ time.** This does not include gardening or washing of cars unless agreed upon by yourselves and the domestic. The domestic has limited time to clean, so it would assist her if she doesn’t need to tidy and pack things away first. Should you be unhappy with the work done in your home or office, please contact me within 24 hours, or we will assume you were satisfied.
6. She is not allowed to operate washing machines or dishwashers unless you give her permission. She will also not empty vacuum cleaners, due to the danger of breakages.
7. You can use us on a permanent or semi-permanent base. When using us on a semi-permanent base, payment is requested immediately on completion on the day of the cleaning service. Payment can be made either in cash and /or EFT on the completion of the service. The Client agrees that if it/he/she fails to settle the account immediately after the services have been rendered and/or within 30(thirty) days thereafter Assure2clean has the right to mark the Client as a default payer with the relevant Credit Bureaus e.g. Trans Union ITC and Experian

8. If you want to use us on a permanent base, please note that Assure2Clean requires a minimum of twenty (20) business days' notice period should you want to cancel. You will be billed accordingly should this notice period not be given. Should you not require your domestic on the day you normally take, you need to advise us 24 hours before the time. Should you fail to do this you will still be billed as we still then have to pay the domestic.
9. Misconduct – Should you have suffered any financial losses due to misconduct by the domestic please inform us within 24 hours in order to pursue the matter further. In order to institute disciplinary action in terms of the Labor Law we must unfortunately request you to be available to testify at the disciplinary enquiry and the CCMA should the need arise. Please note that should you fail to inform us within the allocated time period or not be able to testify we will gladly replace the domestic with a new domestic but will not be able to hold the domestic liable or dismiss her without your testimony, which in turn means that you will not be able to hold Assure2Clean liable for any financial losses incurred.
10. Our annual increase is on 1st April every year, normally below inflation.
11. Our annual shut down for Christmas holidays is approximately two weeks each year. Should you prefer service during this period talk to me and we can arrange something for you.
12. **Our month closes on the 25th of each month at which time you will receive your statement. Payment is to reach us and be reflected by the last day of each month.** Please make sure the payment **with reference no** are done into the correct bank account as stated on the invoice. Should this not happen, your service will automatically be suspended until we receive payment in full. **A penalty fee for late payments will apply if not arranged upfront.** You can pay us via internet banking or in cash in a sealed envelope.
13. Whereas every effort has been made to ensure that the person working in your home/office is honest and competent and does not have a history of negligence or clumsiness, accidents do occur. Assure2Clean does not accept liability for any act or omission which might result in loss, or damage, to your property. To avoid temptation, it is advised to lock away expensive items like jewelry, watches etc.
14. Should you employ one of our domestics directly, you will be liable to pay a placement fee of R3500.00 to Assure2Clean within seven days. The domestics have contracts with Asure2clean not to work for a client for 6 months, unless the fee is paid.
15. **All communication should be done via Assure2Clean (MYSELF) and not through the char or driver directly,** as this causes huge confusion and miscommunication.
16. Our policy is that we do not loan any money to our staff. Should you loan them money, it is solely at your own discretion and you are not able to hold Assure2Clean liable for the repayment of such a loan.
17. Assure2Clean office hours are 7.30 am – 6.00 pm, Mondays to Fridays only - please respect these hours. Assure2Clean does not normally operate on weekends or Public holidays, but we are here to look after our clients, so if you need someone, talk to me
18. We can do services as and when on irregular base, just let me know at least two days in advance. I am always available for a free quotation for any cleaning needs after a consultation.

Kind regards

Jannie Myburgh
Owner, Asure2clean (Pty) Ltd. Reg no 2019/306647/07

You are welcome to call me or send me a mail if there are any questions.

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www.asure2clean.co.za

Mobile: 0827654985

Our services are guaranteed, and we clean with pride and integrity.