

## Terms & Conditions

The following Terms and Conditions presented will form as a contract between SpiknSpan (herein after referred to as “the Service Provider”) and the Client. If the Client agrees to the Service Providers services by Telephone (including WhatsApp), website, or e-mail, the Client is then bound by all our terms and conditions.

1. If any service is requested by the Client, it is deemed that the Client has fully understood and accepted the Service Providers terms and conditions, which can be found on our website and/or quotes and invoices.
2. The Client must provide the Service Provider access onto their premises; as well as electricity and well running water.
3. The Service Provider reserves the right to amend all initial quotations/invoices, should the Client change their original requirements.
4. **Products & Equipment:** The Service Provider will provide all cleaning supplies as well as carpet cleaning equipment required to carry out all deep cleaning and carpet cleaning services. The Client may request to use the Service Providers supplies (at an additional cost to the Client) for domestic cleaning and other services requested.
5. **Pre/Post Occupation Deep Clean:** The Client must ensure that the property is clear of all belongings and that all furniture is removed upon confirmation of the booking by the Service Provider. If the Client fails to do so and requires the Service Provider to unpack/move furniture out of the property, this will come at an additional cost of R150.00/hour to the Client.
6. **Payment:** Payment to the Service Provider can be made by cash, eft, or bank deposit. Payment is due upon presentation of invoice.
7. **Cancellation:** Should the Client want to cancel a scheduled appointment, they must provide the Service Provider with a 24 hour notice time. Failure to this results in a cancellation fee of R200.00 by the Client to the Service Provider. If the Client wishes to reschedule an appointment, the Service Provider will do its best to accommodate the Client. Rescheduling is subject to a 24 hour prior notice and availability.
8. **Damages/loss:** Neither the Service Provider nor the Client shall be responsible or liable to the other party for any loss or damage arising from any claim to the extent attributable to any acts or omissions of the Service Provider in the performance of the requested services and in no event shall the Service Provider be liable to the Client or any third party for, and the Client hereby waives the right to recover any incidental, consequential, punitive, exemplary and similar damages. In addition, the Service Provider shall not be liable for any damages, fees, liabilities or other claims that may arise in the performance of the required and/or requested services.
9. The Client is responsible for providing a safe and secure working environment for the Service Provider, and for obtaining all necessary insurance relevant to their home and persons in their home. you hereby release the Service Provider from any liability for injuries, property loss or other damages arising out of the Services to the fullest extent permitted by the law.
10. **Refunds:** The Client will be issued a refund only if the Client has provided the Service Provider with a 24 hours cancellation notice period prior to the scheduled clean; as well as if staff members are not able to carry out their duties due to reasons beyond the Clients responsibility.

11. **Covid-19:** The Service Provider ensures the Client that all staff members booked for a clean are thoroughly screened the morning of the scheduled service. Should a staff member fail their screening test, they are sent home and will be replaced. If the Service Provider fails to replace the staff member, the Client will be notified of the situation and offered a re-schedule or a refund. All staff members are also sanitized and are to wear face masks throughout their clean. Clients are expected to follow covid-19 protocols and ensure that they and any other persons in the house are wearing masks and social distance from the staff while the service is being carried out.
12. **Our Guarantee:** The Service Provider strives for and prides itself in customer service excellence and providing its Clients with the best possible cleaning services. The Service Provider understands that its staff are only human and are therefore bound to make mistakes. The Service Provider therefore offers its Clients a guarantee that if the Client is not satisfied with the service provided, the Service Provider will provide the Client with a re-clean to the Clients specifications and to his full satisfaction. This guarantee is subject to a complaints notice of no later than 24 hours after the provided service.