

# www.iomcleaners.co.uk

Tel 01624 612777 Fax 01624 612776

cleaning@gcdc.co.uk

## Terms and Conditions

### **Environmental Statement**

We are committed to protecting the environment, both now and in the future.

We aim to work in unison with our clients and suppliers to achieve the highest environmental standards in all our strategies, policies and actions.

It is our policy to use more recycled and renewable products and to reduce the purchase of materials from non-renewable resources.

Training programmes are in place to ensure that all management and supervisory staff use the correct equipment, procedures and working practices and are aware of the environmental implications of all tasks.

We believe it is essential for our quality of life now and that of future generations to protect and maintain the environment to the best of our ability.

Only by continuous commitment and education can we make a major contribution to the way we live.

### **Equal Opportunities Statement**

As an equal opportunities employer, our employment policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, religion, sex, marital status or disability.

We also ensure that individuals are selected, promoted and treated on the basis of their relevant aptitudes, skills and abilities.

### **Health & Safety Statement**

We recognise the need and importance of the Health and Safety and welfare of all our employees and associates by the implementation and monitoring of its policies and procedures.

This will include:-

- Health & Safety Assessment
- Risk Assessment
- Safe Working Practices and Method Statements
- Incident and Accident Reporting
- PATS Testing - Maintaining Safe Plant and Equipment
- Environmental Management
- Health & Safety Training

## **Quality Assurance Statement**

We place major emphasis on the recruitment and retention of a quality workforce with pay rates linked to performance and attendance.

We are convinced that quality and satisfaction begins with structured planning and implementation.

Our quality policy linked to key performance indicators and client specific requirements ensures that customer satisfaction is exceeded.

Our commitment is to consistently improve the quality of service we deliver to all our clients.

## **Recruitment & Training Statement**

We are committed to continuous investment and improvement of our employees both individually and in teams.

Our innovative approach to performance related pay and bonus enables us to deliver high staff retention and reduced levels of absenteeism.

Continuous personal development is supported through a structured performance review.

## **Terms of Service**

We want to make being a customer the best experience it can be.

By agreeing verbally, electronic form or in writing for any of our services you agree to be bound by all the General Terms and Conditions listed below.

We reserve the right to amend these terms and conditions without prior notice.

Any estimate is based on a standard working week, if any works need to be completed outside of these times a premium may be levied to cover additional staff wages.

We reserve the right to refuse services and /or access to its service to anyone.

Our estimates give a fair and realistic view of the time and costs it will take to provide a professional service. If a client requires extra cleaning over and above our estimate it may be necessary to schedule another visit at a convenient time.

## **Payment policies**

For private clients payment for all work is due upon completion and invoices raised for corporate clients are payable immediately unless agreed by prior arrangement.

## **Cancellation and refunds**

We reserve the right to cancel the service at any time.

In this event customers may be entitled to a refund of any deposit paid.

When a customer contravenes our terms and conditions a refund will not be issued in the event of a cancellation.

Customers may cancel their appointment 24 hours prior to the start of services without penalty.

## **Indemnification**

Customers agree that they shall defend, indemnify, save and hold us harmless from any and all demands, liabilities, losses, costs and claims, including reasonable legal fees asserted against us or our agents, our customers, officers and employees, that may arise or result from any service provided or performed or agreed to be performed or any product sold by customer, its agents, employees or assigns.

## **Disclaimer**

We will not be responsible for any damages you or your business may suffer.

We make no warranties of any kind, expressed or implied for services or products we provide.

## **Damages**

We will not be held responsible for any damages including but not limited to scratches, cracks or discolouring caused by our methods or products.

## **Force Majeure**

We shall not be liable for any breach of its obligations or for compensation or refund for loss, damage or delay resulting from an event of Force Majeure.

## **Unforeseen Conditions**

We are experienced in estimating, however, in the unlikely event of unforeseen conditions occurring or breakages after works have commenced any estimate may be increased to cover those extra costs, those extra costs shall be the full responsibility of the client and we shall not be held responsible in any way.

## **Consequential loss**

We do not offer compensation for consequential loss of any kind.

We are not liable for any loss of profits, business revenue, goodwill or anticipated savings whether direct, indirect, foreseeable or unforeseeable in any way.

These terms and conditions shall be governed by and construed in accordance with the Isle of Man law and subject to the exclusive jurisdiction of the Manx courts.

**Trinity House • 130 Bucks Road  
Douglas • Isle of Man • IM1 3AH**

www.iomcleaners.co.uk is owned and operated by GDC Limited  
Company Reg Number 115309C • VAT Reg Number 003076425