

May 2022

Hilo Window Cleaning Ltd

Standard Conditions of Service

Terms explained:

Window Cleaning - We/Us/Ours

The Client: - You/Your

General

These conditions set out the terms of the Agreement upon which we, Hilo Window Cleaning, will supply or offer to supply services and goods to you in respect of your premises.

1 The Agreement

1.1 The Conditions, the Schedule and Appendices and any documents expressly referred to in this Schedule comprise the Agreement, which is formed when the Schedule has been signed by a written representative of ours and dated or when we commence supplying the Services, whichever is the earlier.

1.2 No employee of ours is authorised to vary any part of the Agreement, other than a director who may only do so in writing.

2 The Services

2.1 We agree to supply you with the Services as from the Commencement Date, or such other date as we may agree with you.

2.2 We may suspend the supply of the Services if:

2.2.1 Any amounts payable in respect of the Agreement or the Services are not paid within 14 days of their due date; or

2.2.2 Performance of the Services could expose any of our employees, agents or sub-contractors to risk of physical injury.

2.2.3 All liability arising from any extraneous duties unless specifically agreed in writing prior to being carried out is excluded.

2.2.4 The Services shall be provided with a professional degree of skill, care and diligence in accordance with good industry practice.

3 Fees and Payment

3.1 Invoices shall be issued for the Fees at the completion of cleaning or on the last day of each month depending on the Schedule and are payable without deduction or set off 30 days from the date of the invoice.

- 3.2 We may vary the Fees on each anniversary of the Commencement Date by giving you not less than 30 days' notice in writing.
- 3.3 All Fees and other sums are shown exclusive of VAT and any other applicable duties or taxes which you will pay in addition.
- 3.4 We reserve the right to charge interest on any overdue amounts payable in respect of the Agreement at the rate of three per cent over National Westminster Bank plc base rate from time to time (subject to minimum rate of nine per cent).
- 4 Insurance and Liability**
- 4.1 Provided that you supply us with all relevant manufacturers' and designers specifications and manuals, we will perform the Services with all reasonable skill and care and the Goods which we supply shall be of satisfactory quality, but all other warranties, conditions or other terms implied by status, or common law are excluded to the fullest extent permitted by law and shall have no liability to you for any indirect, special or consequential loss or incur arising out of or in connection with the supply of Services (except in respect of death or personal injury resulting from negligence).
- 4.2 We will maintain at our own cost a comprehensive policy of insurance to cover employees and public liability limited to the Insurance Limit.
- 4.3 If you require, and we agree to provide, insurance of an amount exceeding the Insurance Limit, you will be responsible for any additional premiums, unless we otherwise agree in writing.
- 4.4 Our total liability of any loss you may suffer or incur shall not exceed the Insurance Limit (increased, where appropriate, under Condition 2.2.3).
- 4.5 We will not breach the Agreement, or otherwise be liable to you, for any delay in performance or supply non-performance or non-supply of the Services to the extent that the delay, non-performance or non-supply is due to any circumstances beyond our reasonable control.
- 4.6 We shall register as visitor(s) to your facility and prior to starting any work, agree with you that the work areas are safe. We are responsible for the Health and Safety of our workers and you are to take reasonable care in providing safe working areas and highlighting any areas that may be unsafe.
- 4.7 You will indemnify us against any costs, claims, losses, damages or expenses we may suffer or incur in connection with any loss of or damage to property belonging to us or our employees, agents or sub-contractors or any physical injury suffered by any such persons arising, in each case, from the unsafe state of the Premises or anything in or on the Premises belonging to you or under your control.
- 4.8 You are responsible for any liability, which is wholly or in part your fault, and any payment by you will be reduced or proportionately reduced where you are partly at fault.

5 Premises

You will maintain the Premise and provide us with such access to and use of the Premises as we may require, enabling us to supply the Services and to meet and health and safety or other statutory obligations which we may have.

6 Confidentiality

6.1 We each agree to treat as confidential and not for any reason to disclose or permit to disclose to any person, firm or company (other than to any employees, agents or sub-contractors to such extent only contemplated in the Agreement) or otherwise to make use of any information or documentation acquired which relates to either of us, the Services or the Agreement except to the extent that such information either becomes public knowledge through no fault of either of us or is known by one of us prior to its acquisition from the other, or as required by law.

6.2 Our respective obligations in Condition 6.1 shall apply both during and after the termination of the Agreement.

7 Duration and Termination

7.1 The Agreement shall come into force in accordance with Condition 1.1, and subject as provided in Condition 7.2, shall continue in force for a period of one year after the Commencement Date and thereafter until terminated by either of us giving to the other at least 30 days written notice.

7.2 Either of us shall be entitled to terminate the Agreement immediately by giving written notice to the other if:

7.2.1 The other commits a breach of any of the provisions of the Agreement and, in the case of a breach capable of remedy, fails to remedy the breach in 30 days after receipt of a written notice giving full particulars of the breach and requiring it to be remedied;

7.2.2 An encumbrance takes possession of or a receiver is appointed over any of the property or assets or the other;

7.2.3 The other goes into liquidation, makes any voluntary arrangement with its creditors or becomes subject to any administration order; or

7.2.4 The other ceases, or threatens to cease, to carry on business.

7.3 Any waiver by either of us of a breach shall not be considered as a waiver of any subsequent breach.

7.4 The rights to terminate given by this Condition 7.2 shall be without prejudice to any other right or remedy, which either of us may have.

7.5 Upon termination of the Agreement for any reason:

7.5.1 We shall be entitled to enter the Premises to remove all equipment;

7.5.2 All Fees and other amounts payable in respect of Services shall become due and payable immediately.

8 Restrictions

If you or any person, firm or company associated or connected with you engages, directly or indirectly, either during the Agreement or during the period of a year following its termination an employee, agent or sub-contractors whose services have at any time during the previous eighteen months been offered or supplied to you by us, you will be liable to pay us an introductions fee of 15% of that persons anticipated annual remuneration.

9 General

9.1 The Agreement shall be governed by English law and any dispute shall be under the jurisdiction of the English Courts.

9.2 You may not assign the Agreement or any rights in relation to it without prior written consent.

9.3 Nothing in the Agreement shall create, or be deemed to create, a partnership or the relationship of employer or employee between us.

9.4 The Agreement contains the entire agreement between us and supersedes all previous agreements or arrangements.

9.5 In the event of any conflict between these Conditions and any other terms and conditions in the Agreement, these Conditions shall apply.

10 Notification

10.1 We may serve you with a notice in writing at your address on the Schedule. If you wish to serve us with notice, it should be in writing addressed to the Managing Director, Hilo Cleaning Ltd, Unit 10 Shaftesbury Industrial Estate, The Runnings, Cheltenham, Gloucestershire, GL51 9NH.

10.2 Any notice may be served by personal delivery or by first class prepaid post (which shall be deemed to have be served 48 hours from the time of posting) or by facsimile (which shall be deemed to have served on transmission provided a copy is sent by first class prepaid post on the same day).

10.3 Any claim must be submitted in writing to us within seven days following its occurrence or discovery.

11 Force Majeure

11.1 We exclude any liability in not carrying out the Services caused by the following: -

a) War, Government Act, Terrorism including acts of religious, ideological or political purposes, act of hostile forces, civil disturbances or extensive disruption of public services.

(b) Strike, lock out or any labour dispute affecting either you or our employees, agents or sub-contractors where in the latter is prevents us carrying out the Services. We will not provide Services where this would be of s strike breaking nature.

(c) Any event beyond our control preventing our employees, agents or sub-contractors travelling to the premises, including mechanical breakdown, adverse weather conditions and adverse traffic congestion.

(d) Hazards due to defective structure, or access, presence of noxious, toxic, combustible, explosive or radioactive substances or any other conditions rendering the premises dangerous in our opinion.

Appendix 3 Cleaning Services

1. All desks and ledges should as far as possible be cleared by you in order to facilitate cleaning and to prevent papers and documents being mislaid and the space in front of all windows and other glass should be cleared by you before cleaning takes place.
2. Our personnel will not be called upon to clean any cracked or broken glass or any windows, which are or appear to be unsafe or damaged or to do anything, which would expose them to unreasonable risk or injury.
3. Our liability in respect of replacement of locks, keys and/or card keys arising from the loss or temporary misplacement of your keys whilst in our custody or control, including all consequential loss, shall not exceed £25,000,00 in respect of each incident.
4. We will make all reasonable efforts to make safe the working areas during periods of icy conditions. We will not undertake any work if working areas are unsafe.

Gavin Stanley

Hilo Guarantee



We are proud to offer the very best window cleaning service. We recognise that a good window cleaning company is about more than just getting the glass clean. Our commitment to this is what makes us the best.

We know we are experts at cleaning glass. Our Quality Guarantee means that if you are not happy with the results of your windows we will come back and do them again, and again until you are happy. If we don't, then you don't pay us. *

**Some 'dirt' simply is not removable which is called 'impact debris' (this would include things like paint, cement, oxidation from other surfaces, lime scale) These will NOT come off with standard cleaning, but we are happy to provide costs for removing such things where it is possible to do so. If we are only cleaning one side of the glass, perhaps the outside, we respectfully ask you to make sure any dirt or smears are not on the other side. We reserve the right to be able to return and correct and defective work as many times as is reasonable. Your refusal to allow us to return does not constitute the right for non-payment.*