



ELLIOTTS CLEANING & PROPERTY SERVICES HOLIDAY HOME CLEANING SERVICES AGREEMENT

THIS CLEANING SERVICES AGREEMENT (the "Agreement") is dated:

DATE STAMP OF BOOKING CONFIRMATION EMAIL

CLIENT

(the "Client")

CONTRACTOR

Elliotts Cleaning & Property Services

(the "Contractor")

Holiday Home Changeover & Guest Management Support – Terms & Conditions

These Terms & Conditions (“the Agreement”) apply to all holiday home changeover and guest management services provided by **Elliotts Cleaning and Property Services LTD** (“Elliotts”, “we”, “our”, “us”) to the property owner or manager (“the Client”). By using our services, the Client agrees to be bound by the following terms.

1. Scope of Services

Elliotts provides professional holiday home services, including:

- Full **changeover cleaning** and housekeeping between guest stays.
- **Linen and towel change**, laundering, and restocking.
- **Property preparation**, including replenishment of agreed consumables (e.g., tea, coffee, toiletries).
- **Guest management**, including check-in, check-out, welcome communications, and key handover.
- **Minor maintenance tasks**, reporting of damages, and liaison with contractors if required.
- **Pet care services** and **gardening/outdoor care**, if requested and agreed in advance.

Any additional services not listed must be agreed in writing before work is undertaken.

2. Booking & Scheduling

- All bookings must be made directly with Elliotts via email or phone.
- Changeovers will be scheduled in line with guest departure and arrival times. Unless otherwise agreed:
 - **Check-out must be completed by 10:00 AM.**

- **Check-in will be scheduled from 4:00 PM.**
 - Clients must notify Elliotts of confirmed guest bookings as early as possible to ensure staff availability.
 - Last-minute requests (less than 48 hours' notice) may be accepted but cannot be guaranteed and may incur an additional surcharge.
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3. Access to Property

- Clients must provide safe and secure access to the property, ideally via a lockbox system.
 - If the property is inaccessible at the agreed time, the full service fee will still apply.
 - Elliotts is not liable for delays caused by incorrect codes, faulty locks, or restricted access.
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4. Payment Terms

- **Payment Method:** The only accepted form of payment is **Bank Transfer**.
 - **Invoice Issuance:** Invoices are issued **on the day of each changeover**.
 - **Payment Due:** Payment is due **immediately on receipt of the invoice**.
 - **Late Payments:** Overdue payments may incur:
 - Interest at **2% per month** on the outstanding balance.
 - An administration fee of **£25** per reminder.
 - Suspension of services until payment is received.
 - **Non-Payment:** If payment is not received, Elliotts reserves the right to terminate services and pursue outstanding amounts through legal channels.
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5. Client Responsibilities

- Provide accurate booking information, including guest arrival/departure dates and special requirements.
 - Notify Elliotts in advance of other contractors or third-party services scheduled at the property. Working around others may require extra time or cost adjustments.
 - Inform Elliotts of any known property issues (broken appliances, leaks, damages) before a guest check-in.
 - Ensure the property is insured for use as a holiday let and compliant with local laws, including fire, health, and safety regulations.
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6. Cancellations & Amendments

- Services cancelled with **less than 24 hours' notice** will be charged in full.
 - Cancellations due to property access issues (e.g., faulty locks, missing keys) will also incur the full service fee.
 - If a confirmed booking is rescheduled, Elliotts will make all reasonable efforts to accommodate the change, but availability cannot be guaranteed.
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7. Service Standards & Re-Cleans

- Elliotts guarantees services will be delivered to a professional standard.
 - If a task is not completed satisfactorily, the Client must notify Elliotts within **24 hours of service**. A re-clean or correction will be arranged at no additional cost.
 - Claims made after 24 hours are not eligible for free re-service.
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8. Liability & Insurance

- Elliotts holds public liability insurance and is covered for accidental damage caused by staff.

- Elliotts is not responsible for:
 - Pre-existing damage or wear and tear.
 - Damage caused by guests or third-party contractors.
 - Loss of rental income due to guest complaints or cancellations, unless directly caused by Elliotts' negligence.
 - Any damage caused by Elliotts staff must be reported in writing within **48 hours** of discovery.
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9. Guest Management Services

- Elliotts can assist with guest communications (arrival times, check-in instructions, local information, problem reporting).
 - Elliotts will not be responsible for refund decisions, rental pricing, or contractual arrangements between the Client and booking platforms (Airbnb, Booking.com, etc.).
 - Guest-related disputes (e.g., damage claims, deposits, refunds) remain the sole responsibility of the Client.
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10. Additional Services & Pets

- Pet care services, gardening, shopping, or replenishment services can be provided but must be agreed in advance.
 - Additional charges will apply for these services and will be itemised on invoices.
 - Where pets are present in the property, the Client must notify Elliotts beforehand to allow for appropriate cleaning times and staffing.
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11. Health, Safety & Legal Compliance

- Elliotts staff reserve the right to refuse or withdraw services if they feel unsafe due to property conditions, guest behaviour, or hazards.
 - The Client must ensure compliance with UK holiday let regulations, including fire safety, smoke alarms, CO detectors, and electrical safety testing.
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12. Data Protection

- Elliotts processes Client and guest information only for service delivery.
 - All personal data is handled in accordance with our **Privacy Policy** and UK GDPR regulations.
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13. Changes to Terms

- Elliotts may update or amend these Terms & Conditions with reasonable notice.
 - Updated terms apply to all future services.
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14. Termination of Agreement

- Either party may terminate this Agreement with **30 days' written notice**.
- Elliotts reserves the right to terminate immediately in cases of repeated cancellations, non-payment, or misuse.
- Any outstanding invoices remain payable on termination.