

TERMS AND CONDITIONS

1. Quotations & Pricing

UKCG reserves the right to amend the initial quotation, should the Client's original requirements change. The Client understands that the quote given includes only what is stated on the UKCG's price list.

2. Minimum Service Requirement

All bookings are subject to a minimum requirement of 2 hours per shift. Any bookings made below this minimum will still be charged at the 2-hour rate.

3. Equipment & Property

Depending on the package chosen, products & equipment remain the property of UKCG. The Client understands that all products or equipment supplied by UKCG are for the sole use of UKCG's staff as part of the service agreement, and not for use by the Client or the Client's staff.

4. Access & Utilities

The Client must ensure that electrical power, hot water, and working lights are available to allow cleaning services to be carried out. If these are not provided, a call-out charge at the normal rate will still apply.

5. Notice of Termination

The Client must give UKCG a minimum of two weeks' notice to terminate services. If the Client wishes to end the service earlier, they remain liable for the full notice period. UKCG will provide two weeks' notice if we decide to terminate the contract.

Upon termination, all invoices will be due for immediate payment. Any keys, fobs or security access devices will be returned upon payment of the final invoice.

6. Return of UKCG's Property

Upon termination, all property owned by UKCG (including but not limited to equipment, chemicals, keys, fobs, and access devices) must be returned with immediate effect. The Client must allow UKCG a reasonable time slot to collect such property. Any damages to UKCG's property may leave the Client liable for the cost of repair or replacement. Failure to return items or allow collection will result in the Client being charged the full replacement cost of the products.

7. Security & Access

UKCG will not be responsible for triggering any alarm systems. The Client must provide written instructions for deactivation/activation of security systems.

8. Payment Terms

Payment of invoices is due within 21 days of issue. UKCG will issue invoices monthly in arrears, on the last day of service each month. Late payment fees will be charged at £20 per week until cleared. If invoices remain unpaid by the Client, UKCG reserves the right to suspend services immediately, and the Client will remain liable for the full contract price during the suspension period.

9. Rates & Charges

Public holidays are charged at time & half, except Easter Sunday, Christmas Day, and Boxing Day, which will be charged at double rate. Unsocial working hours (12am–4am) will be charged at time & half. Parking charges will be added if no free parking facilities are available within 100 yards (0.1 miles) of the property.

10. Client Conduct & Staff Protection

The Client must not directly approach UKCG's staff with the intent of employing them privately. Any such action will incur a "finder's fee" of up to £500 payable to UKCG. The Client must ensure a safe working environment for UKCG's staff. UKCG reserves the right to withdraw services if staff are subject to unsafe conditions, abuse, or harassment, with full charges still applying.

11. Liability

UKCG is insured for public liability and employer's liability. Copies of insurance certificates can be provided upon request. UKCG is not liable for pre-existing damage, wear & tear, or defects in property, furnishings, or equipment. UKCG will not be held responsible for any indirect or consequential loss.

12. Amendments

UKCG reserves the right to amend these Terms & Conditions at any time, with reasonable notice provided to the Client.