

The Remote Cleaning Agency

First of all, thank you for buying my eBook. I have tried to include as much information as possible so you can get off to a great start.

You will learn how to set up your very own cleaning agency and have people working on your behalf as you are sat at your PC.

This really is one of the best business models out there for a hands on or hands off business.

I have laid out what you need to do in steps as I think this is the best way to explain the process of starting your own cleaning agency. There are also some extra bonuses which we still use now.

1st step

Know your target market.

Try and start off small at first by targeting a local area to you. Maybe a large town or several towns. Maybe a small city. Targeting somewhere like London as a whole is just not possible its way too big. You will have problems with cleaners wanting to travel across one side of London to another for a couple of hours work.

You could start targeting certain areas of London first then when the business grows you can branch out to other areas.

Do a search on google for your area and see what the competition are doing.

2nd step

Know Your Area.

When we first started, we targeted Manchester in England, second richest city in the UK with a good population size. Easy transport links for cleaners with only public transport. Research your area before making any big decisions. We tried to target the whole of London when we first started and it was just too big for us to handle.

If you have the resources and staff you can target these large areas.

3rd step

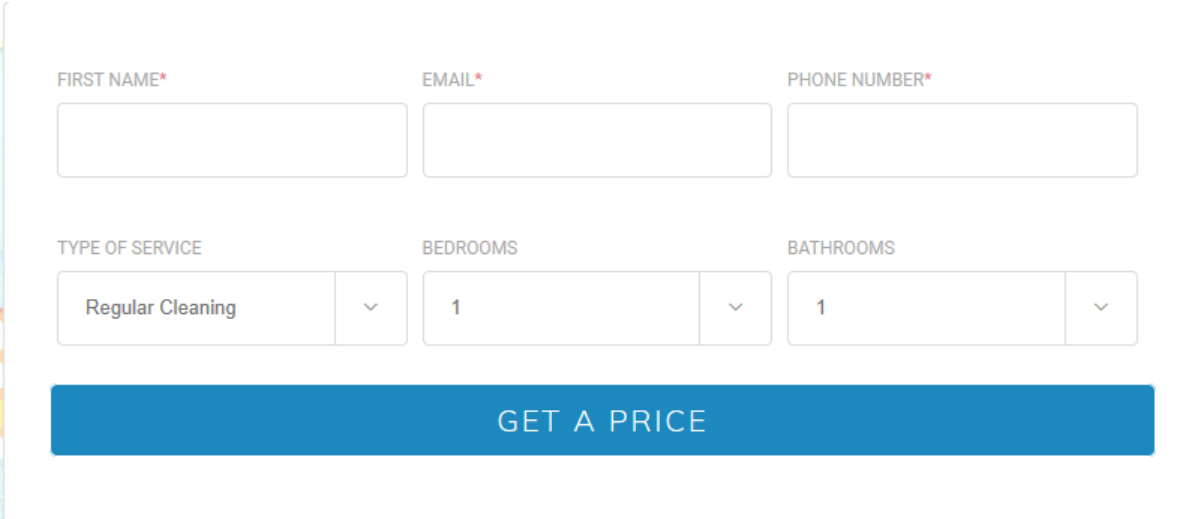
Get a website built.

You can use any website for this, WordPress is my favourite. Easy to customize, cleaning themes available which can be edited with ease. If you are no good with websites this can be very easily outsourced to a freelancer. Fiverr, Peopleperhour etc for a couple of hundred bucks.

You will need a lead capture form to capture leads, this is best suited at the top of the website. We used contact form 7 to capture leads.

I am not going to go in too much detail regarding this, as there is just way too much involved in setting up hosting, domain names, website builders etc.

Here is a screen shot of the form we used on our home page.



The screenshot shows a lead capture form with the following fields and options:

- FIRST NAME***: Text input field.
- EMAIL***: Text input field.
- PHONE NUMBER***: Text input field.
- TYPE OF SERVICE**: Dropdown menu with "Regular Cleaning" selected.
- BEDROOMS**: Dropdown menu with "1" selected.
- BATHROOMS**: Dropdown menu with "1" selected.

Below the form is a blue button labeled "GET A PRICE".

I would suggest you make 3 pages for the 3 different types of cleaning you offer.

This will improve your AdWords campaign because you will be sending customers to the relevant page to what they are looking for.

Home page = Send regular customers looking for a regular cleaner/one off clean

End of tenancy page = Send customers to this page who are looking for end of tenancy cleaners.

Deep cleaning page = Send customers to this page who are looking for deep cleaning services.

4th Step

Software.

We used launch27.com to organize all the customers and cleaners. This software is used by big cleaning agencies making over £10,000.000 a year.

There is a monthly fee involved, at the time of writing I think its around £140 per month or so.

This software will completely automate your business. You can add cleaners to the system, where they live, details about what hours they do, if they have transport etc. The list goes on.

Here are just a few examples of what the software offers.

1, add cleaners to the system

2, add stripe to take payments.

3, assign cleaners to customers. Let's say you have a regular customer who wants a cleaner on a weekly basis. The system will automatically schedule that cleaner with the customer every week.

4, Cleaners can download the launch27 app to their smart phone. When you assign a cleaner to a customer the cleaner will receive all the details of the customer. What time to start, how long for, special notes from the customer i.e. the key is left under the stone etc.

The cleaner can also message the customer via the app. I.e., I am running late will be there soon.

5, Automated text alerts for customers. The system will automatically send out a text to the customer to remind them that a cleaner is booked for the following day.

This software will run your entire business for you.

How to add a booking in launch27

You will have entered all of the booking information onto the google sheets document - this needs to be transferred onto the booking software

Copy over the following fields: Email / First name / Last name / First line address / Town / Postcode / Phone.

Change the "frequency of service" to reflect either weekly / bi-weekly or one-time - If you select weekly this will mean the clean will show on the schedule every week on the date and time selected. Bi-weekly will show the clean every two weeks from the date and time selected and one-time will mean it will only show one booking on the system. Ensure this is correct.

Next Select the "Type of service" - Select either "regular cleaning" or "deep / end of tenancy cleaning - telephone booking" - Do not select the "online booking" options as this will be used for customers who book online only

Select the amount of hours for the clean as agreed with the customer

Select the additional extras as agreed with the customer - Cleaning supplies / carpets / ovens ect.

Apply discount code REG10 / REG20 for 10% off or 20%

Check the price at the top of the page to make sure it reflects the same price offered to the customer

Enter the customer debit / credit card information - copy over from booking form

Select the date and time as agreed with the customer. Select manual if required. Always type in a 1 hour arrival window, never do an exact time otherwise you will receive calls from customers when the cleaner is running 5 mins late

Copy the regular customer notes / one-off customer notes into the "Notes and comments" "by customer" section

Review the booking information and click Save

When you save a booking with a discount code you will be prompted "only this booking" or "all future bookings" - As you only provide a discount code on the first booking - select "only this booking"

great! Booking completed - the customer will be sent an email of the booking - you will also get a confirmation email via email. If the booking does not go through this may be because either one section has been missed / a valid debit or credit card has not been provided. If a valid debit / credit card has not been provided you can change it to "cash" on the booking and put the booking through - you will need to call the

customer up immediately to get a valid debit or credit card or we will not proceed with the booking.

5th step.

Cleaners.

So, you have done your market research, you now have a nice new shiny website. The next step is hiring cleaners.

We used indeed.com to hire cleaners. I think indeed offer one free listing but it has to be in the same category. This is how we got around this, you will need regular cleaners and deep cleaners/end of tenancy cleaners. Facebook groups is also another great free way to hire local cleaners. Just join Facebook groups and post a job offer.

If you need ideas on how to write an ad, just go to indeed.com and rewrite a similar ad. Be sure to put self-employed position.

So now we have to send all the applicants to our cleaners sign up page. This can be done with a few clicks in indeed.com. We need to send the cleaners to our application page so they can agree to our terms and conditions. This is important as we don't want any legal battles.

Also ask for proof of work permit, photo copy of driving licence/passport etc. This can be kept in your records.

Be sure to advertise the job position as self-employed. You will be responsible for paying your own taxes etc.

Once they have filled out our application page, we will see all their details. We then see if they are a good fit for the company. So, we would look at age, sex, experience etc. Like I said we want to be hiring females for regular cleaning and aged 24+ ideally.

It doesn't matter too much if they do not have cleaning experience as they are only regular cleaners.

If they are a good fit for the company, we do a quick call on the phone and just ask a few basic questions. Do you have transport, what days can you work, what hours etc etc.

If you think they are a good fit and they would like to proceed we can then set them up on launch27.com app.

We would start with their name and address, email phone number etc, what days they can work what hours etc. All this information would go into the backend of admin on launch27. You can then get them to download the app to their phone and run through how it works. (I would recommend you download the app yourself so you know how it works yourself)

After setting up a few cleaners on the app, you will get the hang of it. It takes around 10-15 minutes to set a cleaner up on the system.

We also used WhatsApp for offering jobs and communicating with cleaners. We set up groups for each cleaner. So, we would have, as an example, Claire-MR This would mean Manchester Regular cleaner. Or Kerry-MED = Manchester end of tenancy cleaner etc.

You can use launch27.com to contact cleaners as well, but with WhatsApp we found it a lot easier as you can see when the cleaner has read the message.

When we have a cleaning job confirmed, we would message the relevant cleaner for that job on WhatsApp, then when they have confirmed we would set it up on launch27 so that the cleaner is assigned with that customer to confirm. The cleaner will receive notification that the job has been assigned to them with all the customers details.

Regular Cleaners – These will be people with or without a car. Because they are only regular cleaners all they require is, is a few cleaning products. Ie, cleaning cloth, cleaning solution etc. Most of the time the customers who want regular cleaners already have the products at home. So, they can carry the cleaning products they need in a ruck sack if they are only using public transport.

The great thing with regular cleaning is that it's a passive income. The customer gets the same cleaner every week or month. The cleaner gets to know the customer and you earn out of it on every clean they do.

I would recommend you only hire female cleaners aged 24 onwards with some cleaning experience. We had problems hiring male cleaners for regular cleaning as some people do not feel at ease with a 6ft burly man knocking on their door.

End of tenancy/deep cleaning

You will want to offer 3 types of cleaning. Regular cleaning, end of tenancy cleaning and deep cleaning.

Hiring end of tenancy cleaners and deep cleaners is a bit different to hiring regular cleaners. Anyone can be a regular cleaner. For end of tenancy cleaning/deep cleaning you will need to look at hiring people who already have a cleaning business.

This will mean that they already have transport, all the equipment etc to carry out the work. With an end of tenancy, the likelihood of the customer having cleaning products, hoover etc is very unlikely.

You will need to offer a higher rate of pay. The process is the same as hiring a regular cleaner.

For end of tenancy/deep cleaning it can be male or female as the job is much harder.

This can make you a lot of money. Think of all the extras involved in this type of cleaning. Oven cleaning, carpet cleaning, these are all extras to charge the customer.

Also think of students. Targeting students can be very rewarding for end of tenancy.

Employment terms differ from state to state and county to county so please make sure you have the correct terms and conditions on your website.

6th Step

So now you know how to hire cleaners.

Don't get too ahead of yourself yet. You don't want cleaners hanging around on WhatsApp for work. Maybe get 1 or 2 cleaners set up.

AdWords - Advertising

Now we need to start getting customers. AdWords is the quickest and lucrative way of getting new clients. We had conversions at around a cost of £6.

We also had great success with Bing.com advertising. A lower click cost and a bit easier to setup. I would recommend you first start with AdWords then

import your campaign into Bing once you have a winning campaign on AdWords.

Setup a new campaign and target your local area. If you are not good with AdWords, I would recommend you hire someone to set up and monetise. You will need to add conversion tracking so you are not throwing money down the drain.

Again, I am not going to go in too much detail with AdWords. Here is an example of an advert we used.

Cleaning Services Manchester – Book Your Cleaner Today

Affordable top-rated cleaners – Book now and save up to 20% today.

Trusted reliable cleaners vetted and background checked.

You will want to set up 3 different ad groups, one for regular cleaning, another one for end of tenancy cleaning and one for deep cleaning.

Setup different ads for each ad group and add relevant keywords for each ad group.

If you have never used AdWords before I would recommend you hire a professional to do this for you. You can find someone to do this on [fiverr.com](https://www.fiverr.com), [peopleperhour.com](https://www.peopleperhour.com)

Capturing leads

You can set up launch27.com to redirect to a payment page after the form has been submitted. This will show the customer the price once they have submitted all their requirements. Expect to get about a 3% conversion rate when using this method.

I wouldn't recommend using this method at first. Just set the lead capture form to a thankyou page or something. Then you can call the customer with a price.

This method of calling with a price gets a better conversion rate on sales, normally around 20%-25% When customers call you.

Try to book customers in around 4-7 days later. This will then give you time to hire a cleaner and get them working straight away. Rather than hanging around waiting for work.

I would also recommend you start on SEO as soon as possible; this will grow your business a lot quicker.

Facebook is another option for advertising.

Phone Service.

We used yay.com to handle our sales calls. You can setup an area code number and also have a little song playing while the customer is waiting. You can also setup different options, such as. Press 1 for sales, press 2 for customer service etc.

You can add additional users to yay.com and also install their app on your phone so you can answer calls when not sat at your PC.

Pricing work.

For regular cleaning you will be looking at charging the amount you pay the cleaner plus your commission. So, let's say you pay a regular cleaner £8 - £10 per hour. We would charge the customer at least £13-£15 per hour (sometimes more depending on your area) London you can charge as much as £18 per hour and still get plenty of bookings. It all depends on your target area.

For **one off regular cleaning** you want to be charging around £18- £22 per hour. For customers who require regular cleaning on a weekly or biweekly basis I would recommend you lower the hourly rate as these will be **recurring customers**. Which is the bread and butter of the business.

Minimum hours regular cleaning would be 2 hours. This is the minimum hours the customer has to book. I would also suggest you have a minimum of 2 hours for one off regular cleans.

So, as an example for a customer booking a regular cleaner for 3 hours per week:

We give them a discount because they are going to be a regular weekly/biweekly customer. So, let's say we charge them £13 per hour. 3 hours x £13 per hour = £39. We pay the cleaner say £9 per hour. Total weekly profit £12. Total monthly profit £48. This is just one customer per week so let's say we have 20 regular customers on the same pricing.

20 x 3 hours at £4 per hour profit per cleaner = £240 per week. £960 per month total profit. This is just for 20 regular customers on 3 hours per week.

Once you start booking in end of tenancy cleaning/deep cleaning as well as regular cleaning your weekly revenue will increase dramatically.

End of tenancy cleaning/deep cleaning.

Remember we pay these guys a higher hourly wage. So, let's say we pay the cleaner £12 per hour. We would need to charge the customer around £20-£22 per hour. Extra cleaning like oven cleaning, carpet cleaning would be an additional extra. (do your research on prices) We charged £25 for a single oven and around £40 for each carpet clean. You will need to make sure that the cleaner does have a carpet cleaning machine for this.

So, as an example for a customer booking an end of tenancy clean:

Most end of tenancy cleans are 4 hours + so let's work on that assumption.

4 hours x £22 per hour =£88 Total. Our total profit after paying the cleaner is £40 And this is just one customer and one cleaner. Imagine having 4-5 cleaners working every day.

For end of tenancy cleaning and deep cleaning it's a good idea to target universities, colleges, even ask your local estate agent.

Questions to ask the customer when they make a booking

You will want to know as much information as possible when giving a quote and booking the customer in.

Ask the customer the following:

Do you know how many hours you would like?

Are there any blinds that need cleaning?

What type of windows do you have? (wooden windows can take longer to clean)

Are there any parking restrictions?

Will there be someone there when the cleaner arrives?

Are there any ovens to be cleaned?

How flexible are you on the dates?

If there is no one there how will the cleaner get in?

These are just a few questions you should be asking and get as much information as possible. This can then be added into launch27 for the cleaner to see.

This also gives you a idea on how much to charge the customer. We used a excel document to calculate the prices based on the customer requirements. Obviously, you will have to input your own pricing.

Get as many regular cleans as possible, remember this is recurring weekly/monthly income with most customers staying on for at least 6 months. It will take around 2-3 months to get up to 30 regular customers. Sometimes it can be quicker depending on your marketing budget.

Charging customers

When someone makes a booking over the phone you will need to take their credit/debit card details. These details go into launch27 and you charge the card and the funds are put on hold. This means the customer hasn't been charged yet but the funds are there for when you charge the customer. (after the clean is complete)

Explain this to the customer over the phone that the payment will not be taken until the cleaning has been completed. You will also get a notification from launch27 that the customer needs to be charged.

Paying Cleaners.

We paid cleaners on the 15th and 28th of each month so every 2 weeks. They would only be paid for the work they have completed. Launch27 will tell you what they are owed.

Scaling up and getting the business completely automated.

After a few weeks/months you may want to start targeting bigger areas. The process of this is the same as when you first started. Research your target area. Rinse and repeat.

You may also want to take a step away from the front end of the business and employ or hire a VA.

Making the business automated is very easy. You can hire a VA to take sales calls, hire another VA to hire cleaners etc.

You could even do this from the outset of starting the business. Hit the advertising hard and get the bookings in.

This business can be run anywhere in the world, more and more people have busy lives and don't have the time to take care of cleaning.

Even if you don't like answering the phone this can all be outsourced to a VA. I would suggest you do some training videos so the VA can go through these.

There is one cleaning agency in the USA based in Nevada who turnover \$5,000,000 a year and this is just targeting one state. All run with virtual assistants.

Important Links

<https://www.launch27.com/> Software to run the business.

Phone service <https://www.yay.com>

Hiring <https://www.indeed.com>

Messages WhatsApp

Bonuses:

Message to send new cleaners on WhatsApp once they have been setup on the launch27.com app.

Hey,

Thanks for going through the app with us

Please also view <https://www.youtube.com/watch?v=-C-ic2H24OU> to give you some cleaning tips.

We are going to now add you to our payroll:

Account number:

Sort code:

Bank Name:

Summary:

Pay days are on the 7th and 21st

You will manage your own clients - if you can no longer work a day or are sick please message us on here and we can find cover cleaners.

As discussed if you are unable to make it to work you must make us aware on WhatsApp and then call the customer and let them know you can't make it to work, you can re-schedule with the customer to a time that suits however please remember your other cleans when doing this to ensure you do not double book yourself.

Once you have arranged a new time please message us on here so we can update it on the system to reflect the reality :).

If you have agreed to a clean and then cancel last minute a fee may be charged so please always ensure if this happens you re-schedule another date with the customer and let us know.

We do not accept cash. If a customer provides a key please let us know so we can update the notes.

If you need time off please update the availability immediately and drop us a message on here,

Cleaners generally take the following with them when they complete regular house cleaning. Customers will provide the hoover and mop and bucket so you can carry the below items around in a rucksack if needed.

1. Cleaning cloths
2. Feather duster
3. Scratch-free sponge
4. Toilet Cleaner
5. Limescale remover
6. All-Purpose cleaner
7. Air freshener

End of tenancy and deep cleaners use more products than this and generally will need to provide supplies and a Hoover, mop and bucket, oven cleaning supplies, carpet cleaning machine and supplies.

Through the app you will be able to login to see your assigned bookings, details, how long is required, address and other information. You will also be able to clock in and out of jobs – You will need to do this before and after each clean.

If you have any further questions please let us know :)

Thanks,

Job Posting Template

Job Summary

- Are you looking for a well-paid cleaning work with a flexible schedule?
- Are you ready to be flexible and travel everywhere in (city) every day?
- We have a work for you which is paid from £9/h up to £12/h!

What is the work about?

- This is one-off, regular domestic cleaning and end of tenancy cleaning.
- This is a part-time and full-time work located in different areas of (city)
- Jobs are available 24 hours/7 days a week, you decide when and where to work;
- You pick up jobs through our Mobile App;
- You work as an Independent Contractor (SELF-EMPLOYMENT);
- Biweekly payment;
- Eco-friendly cleaning products that are safe for people, children and pets are included in the price for clients;
- Mutual rating system. Customers and cleaners rate each other after the job is complete.

Benefits

- Compensations for clients' cancellations;
- Flexible schedule;

Job Types: Full-time, Part-time, Temporary, Permanent

Salary: £9.00 to £12.00 /hour

Experience:

- cleaning: 1 year (Required)

Language:

- English fluently (Required)

Terms & Conditions for Cleaners to Agree Too.

This is for when cleaners are applying for the job. Once they have applied on indeed.com or which ever job site you posted the job offer on. If they are a good fit you will need to send them to a page on your website where they can give a bit more information about them selves and agree to these terms and conditions.

These terms and conditions are for UK law only so please do your own research before adding this to your website.

THIS IS AN IMPORTANT DOCUMENT. IT IS A LEGAL CONTRACT BETWEEN YOU AND US. PLEASE DO NOT AGREE TO IT UNLESS YOU HAVE READ AND UNDERSTOOD IT AND ANY DOCUMENT MENTIONED IN IT. WE RECOMMEND THAT YOU CONSULT A LAWYER. YOU SHOULD ALSO HAVE THE DOCUMENT TRANSLATED INTO YOUR OWN LANGUAGE IF NECESSARY. IF YOU NEED ANY CLARIFICATION, PLEASE ASK US AND WE WILL ENDEAVOUR TO HELP, BUT WE CANNOT GIVE YOU LEGAL ADVICE.

Introduction

These terms of use (together with any documents referred to in them) tell you the terms on which you may make use of our website(the Site) and/or our mobile application (the App) and the connection service that we provide through them.

By using yourcompanyname (including downloading the App), you confirm that you have read and accepted these terms of use and that you agree to comply with and be bound by them. If you do not agree to them, you must not use yourcompanyname.

Please note that these terms of use do not apply to any cleaning or other services that you provide to Users (as defined below).

Other applicable terms

These terms of use refer to our privacy and cookie policy, which sets out the terms on which we process any personal data we collect from you or that you provide to us, as well as information about the cookies and/or other similar technologies (for example, analytics) we use. By using yourcompanyname, you consent to such processing and you warrant that all data provided by you is accurate.

Information about us and how to contact us
yourcompanyname is a technology platform, accessed through the Site or the App, that connects users (Users) with third party providers of cleaning services and certain other services as listed on the Site such as you (Service Providers). It enables Users to engage the services of a Service Provider in their area for the provision of those services (Services).

If you wish to contact us in writing, have a complaint or are required to give us notice in writing, you can send this to us by email at yourcompanyname.

Registration by the Service Provider

You acknowledge that, in determining whether to include you on the Site as a potential supplier of Services, we rely on the accuracy and completeness of the information supplied by you during the registration process. You therefore confirm

that all such information is accurate and not misleading and that we may use it to carry out any of the searches or checks referred to below.

You also confirm that you possess all approvals and authority (including the necessary immigration status) required to work in the United Kingdom on a self-employed basis and, in particular, to provide Services to Users.

You authorise us and/or any of our appointed agents to carry out all necessary searches, including searches of consumer credit records, in order to verify the information, you have provided.

You also authorise us and/or our appointed agents to perform Basic Disclosure and other checks through Disclosure Scotland (<http://www.disclosurescotland.co.uk>), together with any other relevant criminal record searches we consider appropriate. You hereby grant permission for Disclosure Scotland (or any other criminal record search provider) to forward the Disclosure Certificate (or similar search result) direct to us and for us to open the Disclosure Certificate (or similar search result) upon receipt (even if it is addressed to you).

You must promptly disclose to us all matters which are material to your ability and suitability to provide Services to Users, as well as any material changes thereto.

Relationship between the parties

If we decide in our absolute discretion to include you on the Site as a potential supplier of Services, your inclusion on the Site will be subject to these terms of use. In such case, you authorise us to act as booking agent for you whereby we will process bookings and contractually commit you to supply Services to Users on the basis of these terms of use.

You will act as an independent contractor and will not be our employee. You shall be fully responsible for any tax and national insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from, or made in connection with, these terms of use or your provision of the Services. You shall indemnify us against all reasonable costs and expenses and any tax, penalty, fine or interest incurred or payable by us in connection with, or in consequence of, any such liability, deduction, contribution, assessment or claim, other than where such liability, deduction, contribution, assessment or claim arises out of our negligence or wilful default. We may at our option satisfy such indemnity (whether in whole or in part) by way of deduction from any amounts due to you from us under these terms of use.

Changes to these terms of use

We may revise these terms of use at any time and you should check these terms of use from time to time to take notice of any changes we have made, as they are legally binding on you. We may also notify you of any changes by email. If you do

not agree to any such changes, please stop using yourcompanyname and (if applicable) delete the App from your Mobile Device.

Services

If you accept a contract with a particular User, whether on a one-off or other basis, you agree to supply Services to that User in accordance with these terms of use. You acknowledge that, notwithstanding your obligations to us herein regarding the standard of such Services, you will contract direct with each User for the supply of Services and, in the event of a dispute with the User, your recourse is against the User and not us.

If you cause any damage to a User's property in the course of providing the Services to them, you will be fully responsible for such damage and will reimburse the User accordingly. You therefore agree that, for so long as you are providing Services to Users, you take out and maintain in force with a reputable insurer appropriate general liability insurance cover in respect of any such damage.

You promise that you have the necessary skills to supply the Services.

You shall supply the Services in accordance with a high degree of professionalism and the highest industry standards. If cleaning work is not done up to a satisfactory standard, you agree to go back and complete the cleaning to the necessary standard at your own expense. In circumstances where you are unable to go back to complete a re-clean or the customer refuses for you to go back to complete a re-clean a refund may be provided to the customer which will be deducted from the amount owed to you.

You shall comply with all applicable laws and regulations in the provision of the Services and otherwise in connection with these terms of use.

You shall agree with the relevant User as to the provision and procurement of materials required by you to provide the Services to that User. We are not responsible for the provision of any tools, equipment or materials. The user may have requested cleaning supplies to be provided when using the yourcompanyname platform, if this is the case by accepting the job you understand that providing supplies will be an expected part of the user and the service provider (you).

You acknowledge that we will notify you of any User cancellation by at least one of the following methods, mobile app, email, phone, whatsapp or SMS communication. It will be your responsibility to monitor these frequently to ensure you are upto date on your bookings.

If you have to cancel a scheduled booking or are otherwise unable or unavailable to attend the agreed location to provide the Services requested, you must notify us and the relevant User by email or telephone as soon as possible and without undue delay.

If you fail to attend the agreed location at the scheduled time of the visit, we reserve the right to charge you the full amount of the booking and a non-attendance administration fee to cover our reasonable costs arising as a result of the missed booking which we may, at our election, deduct from any amounts due to you from us.

You shall promptly notify us:

if, for any reason, you cannot attend any scheduled visit (in which case you must promptly notify the User also) or otherwise become unable or unavailable to supply the Services as contracted;

if you receive any complaints from Users; and

of any grievance that you may have in relation to Users.

If you agree to accept a booking through the yourcompanyname platform and then at a later date decide that you no longer want or are unable to complete the clean we reserve the right to charge you a fee upto the total booking(s) value of the clean.

You shall attempt to resolve any complaint by a User directly with said User.

You shall provide reasonable co-operation to us in connection with these terms of use and comply with our reasonable requirements, including prompt provision of such information and documents as we may reasonably request in connection with these terms of use.

You shall only use User contact information insofar as is reasonably necessary to provide the Services. You shall keep such information confidential and shall delete it if requested to do so by us.

We do not guarantee that you will receive any, or any particular level of, contracts or revenues from the arrangements contemplated by these terms of use.

We do not carry out any checks on Users and cannot provide any guarantees as to the conduct of Users or the suitability or safety of their premises. You attend cleaning visits at your own risk. You must leave immediately if you have any concerns as to such matters.

By registering to use yourcompanyname , you agree that all bookings between you and Users will be made through yourcompanyname tic and that you will not supply any Services to any Users who have previously booked you through yourcompanyname, or whose contact details you have received from us, other than through yourcompanyname. If a User offers to engage or employ you to provide Services other than through yourcompanyname, you must refuse such offer and notify us immediately. If you accept any such offer or if you make a similar offer to a User, we will immediately withdraw your right to use yourcompanyname and you will be required to compensate us in respect of any losses we suffer as a result up to a maximum of £500 and we may deduct this from any money owed to you.

You also agree not to supply any Services to any Users who have previously booked you through yourcompanyname, or whose contact details you have received from

us, for a period of six months after the date of termination of the legal agreement between us.

Payments

You are free to set your own pricing, this will be agreed with yourcompanyname before any bookings are assigned to you.

Payments will be made twice a month from the company to an account of your choosing. The first payment will be on the 7th, this will cover all work carried out between the 15th and end the of the previous month. The next payment date will be the 21st, this will cover all work carried out between the 1st and 14th of that month.

You agree that we will process payments for your services on your behalf and yourcompanyname are only holding onto these funds until they are released to you pending any issues from the users.

You agree that we will process payments on your behalf.

Personal data

You acknowledge and agree that we are entitled to process your personal data in accordance with the terms of our (privacy and cookie policy) which is subject to change from time to time.

Intellectual property rights

We are the owner or the licensee of all intellectual property rights in yourcompanyname and in the material published on it. You acknowledge that you have no rights in or to yourcompanyname or the technology used or supported by it other than the right to use it in accordance with these terms of use. If you use any part of yourcompanyname in breach of these terms of use, your right to use yourcompanyname will cease immediately.

You must not use any part of the content on yourcompanyname for commercial purposes without obtaining a licence or other written consent to do so from us or our licensors.

Liability and indemnity

Any provisions in these terms of use excluding or limiting liability will apply regardless of the form of action, whether under statute, in contract or tort (including negligence) or otherwise. Nothing in these terms of use is in any way intended to exclude or restrict either party's liability for negligence causing death or personal injury or for fraud or fraudulent misrepresentation or for any liability which may not legally be excluded or limited.

We shall not be liable for breach of these terms of use unless you have given us prompt written notice of the breach and a reasonable opportunity thereafter to rectify the breach at our expense.

Our total liability under, or in connection with, these terms of use in respect of any act or omission, or any series of connected acts or omissions, shall be limited to the amount paid to you in the six months preceding the relevant act or omission.

In no circumstances shall we be liable for any consequential, indirect or special loss or damages or for economic losses (including, without limitation, loss of revenue, profits, contracts, business or anticipated savings) or for damage to, or loss of, data or for damage to, or loss of, reputation or goodwill.

Both parties exclude all terms that are not expressly stated herein, including, but not limited to, any implied warranties as to quality, fitness for purpose or ability to achieve a particular result.

You agree to indemnify us and to hold us and our successors, assigns, parent, subsidiaries, affiliates, directors, officers, employees and agents harmless against all losses, damages, liabilities, and expenses (including reasonable legal fees) arising out of your breach of these terms of use or your provision of the Services. We shall have the right to withhold our reasonable estimate of the total damages and costs from sums otherwise payable to you pursuant to these terms of use or any other agreement between the parties and to apply such sums to payment of such damages and expenses. We shall have the sole right to control the defence and settlement of any such claim, save that we shall consult with you prior to any settlement. You agree to provide reasonable assistance to us at your expense in the defence of the same.

Content standards

These content standards apply to any and all content that you post or upload to yourcompanyname and/or to any interactive services associated with it (including, without limitation, any messaging service that allows you to contact Users). You must comply with the spirit and the letter of the following standards. The standards apply to each part of any post or upload, as well as to its whole.

We are not responsible or liable to you or any third party for any content posted or uploaded anywhere as a result of your use of the yourcompanyname platform and/or the contract you had with a user.

Suspension and termination

We may at any time, whether with or without cause and whether with or without notice, immediately suspend your right to use yourcompanyname (including removal of your profile from the Site and the App) and/or terminate the legal agreement between us and close your account.

You may terminate the legal agreement between us and request the closure of your account at any time on not less than 14 days' notice by emailing us at hello@maidfantastic.co.uk

We will determine, in our discretion, whether there has been a breach of these terms of use through your use of yourcompanyname and, if such a breach has occurred, we may take such action as we deem appropriate, including all or any of the following actions:

immediate, temporary or permanent withdrawal of your right to use maidfantastic.co.uk (including termination of the legal agreement between us and closure of your account);

immediate, temporary or permanent removal of any content posted or uploaded by you to yourcompanyname;

issue of a warning to you;

legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach;

further legal action against you; and

disclosure of such information to law enforcement authorities as we feel is reasonably necessary.

We exclude liability for actions taken in response to breaches of these terms of use. The responses described in these terms of use are not limited and we may take any other action we deem reasonably appropriate.

If we withdraw your right to use yourcompanyname:

all rights granted to you under these terms of use shall cease;

you must immediately cease all activities authorised by these terms of use, including your use of yourcompanyname

you must, if applicable, immediately delete the App from all Mobile Devices; and

you must not attempt to re-register to use yourcompanyname

Other important terms

You agree not to disclose, divulge or communicate directly or indirectly to any third party any information regarding us, maidfantastic.co.uk or any Users (including their contact details) without our (or their, as applicable) prior written consent. You must not use any such information other than is necessary to provide the services requested by Users.

We may transfer our rights and obligations under these terms of use to another organisation, but this will not affect your rights or our obligations under these terms of use.

You may not transfer your rights or obligations under these terms of use to another person. However, at the approval of the User, you may sub-contract your obligations and work exclusively to other yourcompanyname Service Providers. If we fail to insist that you perform any of your obligations under these terms of use, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in

writing, and that will not mean that we will automatically waive any later default by you.

Each of the conditions of these terms of use operates separately. If any court or competent authority decides that any of them are unlawful or unenforceable, the remaining conditions will remain in full force and effect.

These terms of use are not intended to confer rights on anyone other than you and us.

Applicable law

These terms of use, their subject matter and formation are governed by English law.

The Courts of England and Wales will, subject to the paragraph below, have exclusive jurisdiction over any claim arising from, or related to, these terms of use.

Nothing in the foregoing paragraph will limit our right to take proceedings against you in any other court of competent jurisdiction, nor will the taking of proceedings in any one or more jurisdictions preclude us from taking proceedings in any other jurisdiction, whether concurrently or not, to the extent permitted by the law of such other jurisdiction.