

# Domestic client onboarding and service agreement

**Draft agreement for review. Your completed agreement and quote will be supplied before booking.**

This agreement records the help you want, the work we agree to provide, what it will cost and how we will work together. Please ask about anything that is unclear before accepting it. Decisions about your possessions remain with you.

Draft for Rich to review before use. Complete every applicable field and supply all six pages to the customer before acceptance. This template has not been reviewed by a solicitor.

## The business

Outdoor Indoor Cleaning Co Ltd, company number 16773271. Registered office and correspondence address: 51 Bunyan Green Road, Selston, Nottingham, England, NG16 6GF. Email: hello@outdoorindoorcleaningco.com. Telephone: 07710 246334.

## Your booking and the person paying

Agreement and quote reference

Customer name and contact details

Property address or remote session details

Person receiving support if different

Person responsible for payment and billing email

Representative name and authority if applicable

Appointment dates and expected duration

## The agreed work

Your priorities and intended outcome

Included tasks and areas

Excluded tasks and areas or items not to touch

Fixed price or hourly rate and maximum authorised spend

Travel and separately agreed additional costs

Booking payment or stage schedule if any

All prices must show the total payable, including any applicable VAT. Any estimate must be clearly labelled. We will seek approval before exceeding an agreed spending limit or adding work.

# Payment and booking terms

## Domestic payment within 24 hours

For domestic work, payment is due by bank transfer within 24 hours of the invoice being issued and sent to the agreed billing contact, unless a different arrangement was expressly agreed in writing before booking. We normally issue the invoice on completion of a visit, remote session or agreed project stage. Each invoice shows its issue time and exact payment deadline.

For a domestic project lasting several days or weeks, we invoice at the stages recorded on page 1 or weekly if no other schedule is agreed. Each invoice is payable within 24 hours of issue and sending. A booking payment, if agreed, is credited against the total price; its amount and due date must be recorded on page 1.

Payment is payable to Outdoor Indoor Cleaning Co Ltd using the business bank details on the official quotation or invoice. Cash and cheques are not accepted. We will not request payment into a personal account. Check unexpected changes of bank details with us using our established contact details.

## Different arrangements

If you need help arranging payment, please tell us before confirming the booking. Any instalments or extension must be agreed in writing. An introduction by a professional does not itself change domestic payment terms. If an organisation commissions and pays for the service, use a separately agreed organisational contract instead of this domestic agreement.

## Unpaid invoices and questions

Contact us promptly if you think an invoice is incorrect or have concerns about the service. We will investigate and correct errors. Pay any undisputed amount by the agreed deadline. Nothing in this agreement removes your statutory rights to a remedy for faulty services.

If an undisputed payment is overdue, we may pause future appointments or further work after notifying you and discussing a safe stopping point. Work already properly completed remains payable. No automatic late payment penalty is created by this agreement.

## How the agreement is made

An initial enquiry or free fact-finding call does not create a paid booking. We provide a completed quote, this agreement and cancellation information before asking you to accept. A booking is confirmed when you accept those documents and we confirm acceptance in writing. We send you a copy you can retain, normally by email or on paper.

Changes must be agreed in writing by the customer or authorised representative and the business. A text or email identifying the changed work and price can record that agreement. We will not treat silence as agreement to additional charges.

## Record any agreed payment exception

Different deadline or instalments

Agreed by and date

# Possessions and professional boundaries

## You stay in control

We work alongside you without pressure or forced disposal. No possessions will be sold, donated, recycled or discarded without consent from the person entitled to make that decision. A referral, relative's preference or payment by somebody else does not by itself give authority over another person's possessions.

We agree how disposal decisions will be recorded, for example a labelled group of items approved together. Anything uncertain is set aside. If authority or consent is unclear, we pause that part of the work. Items identified as potentially valuable are flagged for research or an independent valuation; we do not provide a formal valuation or guarantee resale proceeds.

## Clear scope and extra work

We provide the work listed on page 1. Progress depends on access, conditions and the time you need for decisions. We agree achievable priorities, rather than guaranteeing an entire property will be finished within an estimate. Additional tasks, visits, materials or coordination require an agreed price or spending limit before proceeding.

## The limits of the service

Our support is practical. It is not therapy, counselling, medical advice, personal care, supervision of children, a formal survey or regulated professional advice. We do not diagnose a condition. You do not need to disclose a diagnosis to ask for help.

We do not offer general gardening or ground maintenance, tree work, hedge maintenance or weeding. Limited suitable ground-level cutback may be agreed only to restore access and egress within property recovery work. We do not undertake routine ladder work, tree felling, electrical work or other regulated or specialist work outside our competence.

## Waste and independent contractors

We do not personally transport waste away. Suitable licensed waste carriers, skips or specialist contractors are arranged where needed, with costs and responsibility agreed before booking them. We do not handle unknown liquids or suspected asbestos. Specialist contamination or other hazardous conditions may require a separate contractor.

Page 1 must identify whether each third party is hired directly by you or subcontracted by us. When hired directly, their contract and invoice are separate. When subcontracted by us, we remain responsible to you for our contractual obligations. Any coordination charge must be agreed beforehand.

## Personal and communication boundaries

Communication relates to the agreed service and takes place through our business contact channels. Availability and follow-up are agreed for each booking. We do not provide continuous monitoring or an emergency response. Please call 999 for an immediate emergency.

# Safety privacy and concerns

## A safe and respectful working environment

Please tell us about known access problems, unsafe structures, sharps, infestations, contamination, aggressive animals or other hazards relevant to the work. We assess what we can safely do and may pause or decline unsafe tasks. We explain the reason and discuss suitable next steps.

Nobody may smoke inside the property or near the working area while we are present. Please disclose regular indoor smoking, significant tobacco odour, ash, cigarette ends or smoking residue before booking. We may be unable to work in heavily smoke-affected conditions. Smoking-related waste is outside the standard scope.

A responsible adult must supervise any children present. We do not supervise children. Adults and children must be appropriately fully clothed in the areas where work takes place. Pets must be safely managed. Threats, harassment or abusive behaviour may result in work stopping.

If we have to stop because of an unexpected risk, we first make the immediate work area safe where reasonably possible and explain any impact on the scope or price. We charge for services properly supplied and agreed costs, rather than automatically charging the whole unfinished job. Where we cancel before supplying work, we refund payments for work not supplied, subject to lawful, specifically agreed third-party costs.

## Access and support preferences

Who will provide access and remain available

Keys or access arrangements and return plan

Communication needs breaks or sensory preferences

Known hazards and agreed safety measures

## Privacy and photographs

We use relevant information for enquiries, bookings, invoices and the job record, as explained in our privacy notice at <https://outdoorindoorcleaningco.com/privacy>. Share only information needed for the work. We discuss necessary job photographs and any concerns before taking them, and avoid identifying personal details wherever reasonably possible.

Assessment and job-record photographs are not used for marketing. Marketing use requires a separate, freely given agreement. You do not have to agree to publicity or provide a review to receive our service. Confidentiality may have lawful limits, including a necessary safeguarding disclosure; we minimise what is shared.

## Our responsibility and raising a concern

We provide services with reasonable care and skill. Please raise concerns with Richard using the contact details on page 1 so we can investigate and discuss a suitable remedy. Nothing excludes liability that cannot lawfully be excluded, or limits your statutory consumer rights. The law of England and Wales applies without restricting any mandatory consumer protections or rights to bring proceedings in an appropriate court.

# Cancellation rights and early starting

## Your right to cancel

For a domestic service contract agreed at a distance, such as online or by telephone, or away from our business premises where the statutory rules apply, you may cancel without giving a reason within 14 days after the day the contract is concluded. If the required information is not provided, the legal cancellation period may be longer. These rights are not removed by an appointment date or a booking payment.

Date the contract is concluded

---

Last date of the statutory cancellation period

---

To cancel, email [hello@outdoorindoorcleaningco.com](mailto:hello@outdoorindoorcleaningco.com), telephone 07710 246334 or write to the correspondence address on page 1. Clearly tell us that you wish to cancel and identify your booking. You can use the form on page 6, but do not have to. Sending your cancellation notice before the period expires is sufficient.

If you cancel within the statutory period before work starts, we refund all payments for the cancelled service.

If you expressly requested an early start and we supplied the required cancellation information, you pay only a proportionate amount for services supplied before you told us you were cancelling. We refund the remaining balance within 14 days of being informed of cancellation, using the original payment method unless you expressly agree otherwise, without a refund fee.

## Starting within the 14 days is your choice

We will not start within an applicable cancellation period without your express request. If you prefer to wait, we will agree a later appointment. Do not tick either box automatically. These choices are separate from acceptance of the general agreement.

- ☐ I expressly request that the agreed service starts before my 14-day cancellation period ends. I understand that if I cancel after work starts, I may need to pay a proportionate amount for the service supplied up to cancellation, as explained above.
- ☐ I acknowledge that if the agreed service is fully performed within that period following my express request, I lose my statutory right to cancel that fully performed service. This does not remove my rights if the service is faulty.

Requested start date

---

Customer signature or recorded written request and date

---

## Changing an appointment later

Please give as much notice as possible, preferably at least 48 hours, if you need to move or cancel an appointment. This is a request, not an automatic cancellation fee. This draft does not impose a blanket non-refundable booking payment or a late cancellation charge. Any future cancellation charge must be fair, explained and agreed before booking, and must respect statutory cancellation rights.

Outside the statutory cancellation period, you may end future work by telling us. Services properly supplied remain payable. We refund payments for unsupplied work, less only lawful, unavoidable third-party costs specifically disclosed and agreed beforehand, allowing for costs saved or recovered. We explain any deduction and provide a breakdown.

# Acceptance and cancellation form

## Accepting the booking

By signing below or providing an equivalent clear written acceptance, I accept the completed quote and all six pages of this agreement. I understand the agreed scope, price and domestic payment deadline of 24 hours by bank transfer. Any exception is recorded on page 2. I have received the cancellation information before accepting.

I confirm that I am the customer or have the authority recorded on page 1 to accept on their behalf. Acceptance does not give me authority to dispose of somebody else's belongings. The early-start choices on page 5 are optional and must be completed separately if relevant.

Customer or authorised representative name

Signature or written acceptance reference

Date

Business representative name and acceptance

Business confirmation date

Documents supplied and delivery method

## Cancellation form

Complete and send this part only if you wish to cancel. You may instead send any clear statement of cancellation.

To Outdoor Indoor Cleaning Co Ltd, 51 Bunyan Green Road, Selston, Nottingham, England, NG16 6GF. Email: [hello@outdoorindoorcleaningco.com](mailto:hello@outdoorindoorcleaningco.com).

I hereby give notice that I cancel my contract for the following service:

Service and booking reference

Date the service was ordered

Consumer name

Consumer address

Consumer signature only if this form is sent on paper

Date

Keep a copy of this agreement and any cancellation notice for your records.