

Terms of Business Trading Agreement (BTA)

between the Customer and RM and ZEE CLEANING SERVICE ("RM and ZEE")

All business transactions between RM and ZEE and the Customer shall be governed by our booking confirmation / billing documentation and this BTA.

Issued date: 20 August 2026

It is important that you read and understand these terms. If there is any term that you do not understand or do not wish to agree to, please discuss it with us before the service begins.

RM and ZEE CLEANING SERVICE

Ryan's Court, Ridgway Road, Luton, Bedfordshire LU2 7RS

Telephone: +44 1582 800279

A. Miscellaneous

- i. This BTA, together with our booking confirmation and billing documentation, forms the whole agreement between the Customer and RM and ZEE and cannot be amended unless agreed in writing by RM and ZEE and the Customer. If a court finds any clause unenforceable, the remainder of the BTA shall remain in force.
- ii. This BTA shall be interpreted in accordance with the laws of England and Wales. Any disputes shall be resolved by the courts of England and Wales.

B. Service & Remittance

- i. The services under this BTA commence on the day of the first clean (unless the Customer exercises the cancellation right in section G) and comprise domestic cleaning in private homes across Luton (LU1-LU4), including access to RM and ZEE's vetted cleaners and the services set out in section E. RM and ZEE does not provide end-of-tenancy cleans, builders' cleans or commercial cleaning. If RM and ZEE considers it necessary to vary how the service is supplied, it may do so reasonably. Cleaners introduced or assigned are DBS checked, reference checked and checked for eligibility to work in the UK, using reasonable endeavours to the standard RM and ZEE considers appropriate.
- ii. Amounts payable by the Customer to RM and ZEE and amounts payable directly to the cleaner are set out in the booking confirmation / billing documentation, including any agency fees, one-off fees and hourly rates.
- iii. Payment to RM and ZEE may be made by monthly Direct Debit or standing order for regular agency fees, or otherwise by bank transfer or card (including agency fees for one-off cleans as stated at booking).
- iv. Responsibility for payment to the cleaner remains with the Customer. Payment to the cleaner is made on the day of the clean (or as otherwise agreed with the cleaner), at the cleaner rate stated in the booking confirmation.
- v. Subject to lawful termination under section G, payments due to RM and ZEE continue while this agreement remains in force, including where a cleaner introduced by RM and ZEE continues to attend.
- vi. If this BTA is terminated lawfully under section G, further payments to RM and ZEE shall cease, subject to any sums already due.
- vii. RM and ZEE will not refund advance payments solely because a termination notice has been received. No refunds are given during a notice period. A service credit may be offered for agency fees paid in advance, at RM and ZEE's discretion. If the Customer declines the service after fees are paid, refunds are not given except where required by law.
- viii. If the Customer continues to pay RM and ZEE after termination, RM and ZEE may charge a reasonable administration fee for each overpayment.
- ix. RM and ZEE may claim interest at a reasonable market rate on overdue fees.

- x. Where the Customer cancels an appointment with less than 12 hours' notice, the Customer shall pay the cleaner a late cancellation charge of £7.50 (in addition to any charges under the Booking & Cancellation Policy).
- xi. Customers supply their own cleaning products and equipment unless otherwise agreed in writing. Evening (from 6pm) and weekend work may attract an additional £1.00 per hour payable to the cleaner.

C. Insurance Cover

- i. Cleaners whose services are used by the Customer are covered primarily by the Customer's own household insurance. As a contingency, RM and ZEE maintains Public Liability cover with a limit of £1 million for loss or damage caused by the negligence of a cleaner introduced or assigned by RM and ZEE, subject to the policy terms.
- ii. Cover is on an indemnity basis where loss or damage in each event exceeds £100. Theft of possessions or property is not covered. The Customer remains responsible for the first £100 of each item in any claim. Bleach is a banned substance for the purpose of this cover; bleach spills are not covered. Full policy terms are available on request.
- iii. RM and ZEE accepts no insurance liability under this section unless the applicable fee has been paid to RM and ZEE in advance.

D. Liability Exclusion

- i. To the extent permitted by law, and except for claims for death or personal injury caused by negligence of RM and ZEE, its employees or an introduced/assigned cleaner, RM and ZEE does not accept liability for loss or damage to the Customer, goods or premises arising from this BTA, whether in contract, tort or otherwise, including where caused wilfully or negligently by an employee or cleaner.
- ii. RM and ZEE accepts no liability for failure of service arising from events outside its reasonable control (including "acts of God").
- iii. RM and ZEE is not obliged to complete unfinished tasks, and is not liable for failing to perform this BTA, while the Customer is in breach of any obligation to RM and ZEE. The Customer must allow a reasonable time for RM and ZEE to remedy any breach. RM and ZEE may terminate if a breach cannot be remedied.
- iv. Ownership of and responsibility for Customer keys remains between the Customer and the cleaner. RM and ZEE accepts no responsibility for losses arising from key arrangements.

E. RM and ZEE Shall:

- i. Advertise for and recruit cleaners.
- ii. Interview cleaners.
- iii. Reference and ID check cleaners.
- iv. Check that cleaners are eligible to work legally in the UK.
- v. Provide the most suitable available cleaner for the Customer's requirements.
- vi. When requested, use reasonable endeavours to arrange a replacement cleaner if the usual cleaner is on holiday, unwell, or if the Customer is unhappy with the cleaner.
- vii. Use reasonable endeavours to reply promptly to Customer questions or issues.
- viii. Comply with applicable law.
- ix. Provide insurance cover as described in this BTA.

F. The Customer Shall:

- i. Notify RM and ZEE of any changes to times or schedules that the cleaner attends.

- ii. Direct the work on site - periods, rooms and tasks - with clear instructions.
- iii. Give at least one full day's notice to the cleaner and RM and ZEE of changes to existing arrangements, including requests for a replacement cleaner (subject also to the Booking & Cancellation Policy).
- iv. Contact RM and ZEE directly if a temporary cleaner is required due to illness or holiday; replacements are not automatic, as not all Customers require them (for example where keys are involved).
- v. Inform RM and ZEE of any intention to employ or dismiss a cleaner introduced by RM and ZEE.
- vi. Accept a cleaner on a non-preferred day where a cleaner is being sought, or during holiday or sickness cover, where reasonably necessary.
- vii. Bear the cost of recovering unpaid agency fees.
- viii. Provide clear domestic work requests and safe access to the property.
- ix. Supply suitable cleaning products and equipment for use in the home.

G. Agreement Termination

- i. The Customer may cancel this BTA within an initial cooling-off period of 14 calendar days from the date of requesting the service, by written notice (post or email) using the contact details on RM and ZEE's letterhead / website. If this right is exercised, the Customer is not liable for sums to RM and ZEE unless the Customer asked for the service to begin before the cooling-off period ended.

After the cooling-off period, the Customer may cancel by giving the lesser of 2 months' prior written notice or the notice period stated in the billing / booking documentation.

- ii. RM and ZEE may terminate this BTA at any time by writing to the Customer giving the lesser of 2 months' prior notice or the notice period stated in the billing documentation.
- iii. The Customer agrees not to recommend any RM and ZEE introduced cleaner to anyone else unless RM and ZEE's service is used for that introduction.
- iv. For 18 months after termination, the Customer agrees not to use or employ any current or past cleaner introduced by RM and ZEE without RM and ZEE's written consent. If the Customer breaches this clause, RM and ZEE may charge the agency fee for the unpaid period during those 18 months.

H. Data Protection

RM and ZEE will process your personal information as set out in our Privacy Notice, available on our website at [privacy.php](#) (Privacy policy). For questions call +44 1582 800279.

By accepting these terms when booking online or otherwise confirming a booking with RM and ZEE CLEANING SERVICE, you agree to this BTA and to our Booking & Cancellation Policy.