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**BACKGROUND:**

These Terms and Conditions apply to the provision of window cleaning services by <<Insert Company Name>> ("the Trader") to customers who require window cleaning services at their home on a regular basis. Please read them carefully and enter your order and agree to them. If you have any questions, please contact us.

These Terms and Conditions apply to the provision of window cleaning services by <<Insert Company Name>> ("the Trader") to customers who require window cleaning services at their home on a regular basis. Please read them carefully and enter your order and agree to them. If you have any questions, please contact us.

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These Terms and Conditions apply to the provision of window cleaning services by <<Insert Company Name>> ("the Trader") to customers who require window cleaning services at their home on a regular basis. Please read them carefully and enter your order and agree to them. If you have any questions, please contact us.

**1. Definitions and Interpretation**

1.1 In these Terms and Conditions, unless the context otherwise requires, the following expressions shall have the following meanings:

1.1 In these Terms and Conditions, unless the context otherwise requires, the following expressions shall have the following meanings:

<p><b>"Agreed Times"</b></p>	<p>You and We agree for Us to have to provide the Window Cleaning in the Agreement];</p>
<p><b>"Agreement"</b></p>	<p>writing into which You and We will Quotation. The Agreement will subject to, these Terms and hard form of Agreement is attached</p>
<p><b>"Business"</b></p>	<p>trade, craft or profession carried on person or organisation;</p>
<p><b>"Consumer"</b></p>	<p>as defined by the Consumer Rights Act 2015 in relation to these Terms and Conditions a customer of the Trader who is not acting in the course of their business and who is acting wholly or mainly outside the course of their business;</p>
<p><b>"Model Cancellation Form"</b></p>	<p>cancellation form attached as</p>
<p><b>"Monthly Fee"</b></p>	<p>to pay for the Window Cleaning in the Agreement;</p>
<p><b>"Order"</b></p>	<p>request for Us to provide the Window Cleaning set out in Clause 2;</p>
<p><b>"Property"</b></p>	<p>detailed in the Order and the property to which We are to provide the Window Cleaning</p>
<p><b>"Quotation"</b></p>	<p>We give to You in accordance with the Order for the services We will provide to You and the agreed price;</p>

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“Service Period”	A period of one month beginning on the Start Date and repeating until the Agreement is cancelled or terminated;
“Start Date”	The date You and We agree on for Us to start providing the Window Cleaning Services as specified in the Agreement;
“Trader”	Us or Our employee who will be responsible for providing the Window Cleaning Services;
“Visit”	Any occasion, scheduled or otherwise, on which We provide the Property to provide the Window Cleaning Services;
“We/Us/Our”	The Trader and includes all employees, agents and subcontractors of the Trader;
“Window Cleaning Services”	The window cleaning services We will provide as specified in the Agreement; and
“You/Your”	A Consumer who is a customer of the Trader.

- 1.2 Any reference to a singular noun, whether sent by e-mail [or] [text message,] or otherwise, includes a reference to the plural and vice versa.
- 1.3 Each reference to a statute or provision of a statute is a reference to that statute or provision as amended or re-enacted at the relevant time.
- 1.4 Each reference to “Terms and Conditions” is a reference to these Terms and Conditions.
- 1.5 Each reference to a schedule is a reference to a schedule to these Terms and Conditions.
- 1.6 The reference to “Terms and Conditions” are for convenience only and do not constitute a variation of these Terms and Conditions.
- 1.7 Words in the singular number will include the plural and vice versa.
- 1.8 References to gender will include any other gender.
- 1.9 References to legal entities, unless the context otherwise requires, include corporations, partnerships, sole traders, limited liability companies and other legal entities.

2. **Information**

- 2.1 We are a [We are a] [type, e.g. sole trader, partnership, LLP, private limited company]
- 2.2 [We are a] [type, e.g. sole trader, partnership, LLP, private limited company] [We are a] [type, e.g. sole trader, partnership, LLP, private limited company] <<insert trading name if different from company name>>
- 2.3 [We are a] [type, e.g. sole trader, partnership, LLP, private limited company] [We are a] [type, e.g. sole trader, partnership, LLP, private limited company] <<Country of Registration>> under number <<Company Registration Number>>
- 2.4 [Our] [Registered Office] [Registered Office]>>.]
- 2.5 [Our] [Registered Office] [Registered Office] <<insert address if different from registered office or if not applicable>>

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- 2.6 [Our VAT number is <<insert VAT number>>.]
- 2.7 [We are regulated by <<insert regulator(s)>>.]
- 2.8 [We are a member of <<insert association(s) etc.>>.]
- 2.9 [<<Insert further information>>.]

3. **Communication and Contact**

- 3.1 If You wish to contact Us with any complaints, You may contact Us by telephone at <<insert telephone number>> or by email at <<insert email address>>.
- 3.2 In certain circumstances, You may contact Us in writing (as stated in various Clauses throughout the Agreement and its Conditions). When contacting Us in writing You may use:
  - 3.2.1 contact Us by email at <<insert email address>>; or
  - 3.2.2 contact Us by post to <<insert name>>, <<insert address>>.

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4. **Orders**

- 4.1 We accept orders for our services via <<insert methods e.g. telephone, internet>>.
- 4.2 When placing an Order, You must provide, in detail, the Window Cleaning Services required. This includes, but is not limited to, the location and size of the Property, the number of windows, the number of floors, the number of windows in the Property and the frequency of cleaning. [We will provide You with an order form containing the required information.] [All such details will be set out in the Agreement.]
- 4.3 Once the Order is completed, We will prepare a Quotation and send it to You by email or by post. The Quotation will set out the required Monthly Cleaning Fee.
- 4.4 If We decide that We will accept the Order and provide a Quotation, We will inform you of this in writing.
- 4.5 Before You accept the Quotation, You may request changes to the Order and We may request changes to the Quotation. You may request changes to the Quotation to incorporate any or all amendments made to the Order.
- 4.6 You may accept a Quotation by signing and dating the Quotation and returning it to Us within <<insert period, e.g. 21 calendar days>> of the date We issue the Quotation or, where applicable, a revised Quotation, by returning it to Us within <<insert period, e.g. 21 calendar days>> of the date We issue the Quotation or, where applicable, a revised Quotation.
- 4.7 If You wish to make changes to the Order, please contact Us <<insert contact details>>. We will accommodate the changes where possible and result and We will provide a revised Quotation where We decide that We can accommodate the changes. You may then accept that revised Quotation.
- 4.8 When You have received the revised Quotation or, where applicable, the original Quotation or, where applicable, any blanks in the Agreement in accordance with the Agreement, You must attach a copy of the Order and

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accept and return the Agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

4.9 The Order or Quotation or any revised Order or Quotation for Us shall not have any legally binding effect on You or Us until the Agreement is signed and dated by both You and Us.

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

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5. Fees and Payment

5.1 We will charge a Fee based on the following factors:

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

5.1.1 Frequency of visits>>

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

5.1.2 Number of windows>>

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

5.1.3 Ease of access to windows>>

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

5.1.4

5.2 The Fee will be inclusive of any VAT chargeable. If the rate of any such VAT is changed, the amount of VAT that You must pay.

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

5.3 We will invoice You at the end of each Service Period for the Window Cleaning Services during that Service Period.

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

5.4 You must pay the Fee within <<insert period e.g. 30 calendar days>> of receipt of the invoice.

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

5.5 We accept the following methods of payment:

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

5.5.1 Credit/debit card>>;

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

5.5.2 Cash>>;

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

5.5.3 Cheque>>;

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

5.5.4 Other methods as required>>.

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

5.6 If You do not pay by the due date, We may charge You interest on the outstanding amount of <<insert percentage>>% above the base rate of <<insert percentage>>% from time to time until payment in full is made. Interest will be calculated on a daily basis from the due date until the actual date of payment after judgment.

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

5.7 If You do not pay and we are unable to dispute an invoice in good faith, We will not charge You interest while a dispute is ongoing.

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

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6. Window Cleaning Services

6.1 We will provide Window Cleaning Services in accordance with the specifications set out in the accepted Quotation and in the Agreement (as may be amended from time to time by writing between You and Us from time to time).

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

6.2 We will commence Window Cleaning Services on the Start Date and continue to provide Window Cleaning Services until the Agreement is terminated in accordance with these Terms and Conditions.

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

6.3 We will endeavour to ensure that You are always assigned

agreement, sign and date the Agreement, and return it to Us, a legal representative of Us, when You and Us will at that time come into effect for the Window Cleaning Services and for You to pay for them.

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the same window cleaner is unavailable, We will inform You of any alternative arrangements.

Window cleaner is unavailable, We will inform You of any alternative arrangements.

6.4 We will ensure that Window Cleaning Services are performed with reasonable care and attention, in accordance with best practice in the industry.

Window Cleaning Services are performed with reasonable care and attention, in accordance with a high standard which is consistent with best practice in the industry.

6.5 We will ensure that Window Cleaning Services are performed in accordance with relevant codes of practice.

Window Cleaning Services are performed in accordance with relevant codes of practice.

6.6 We will ensure that You do not suffer damage as a result of Our provision of the Window Cleaning Services. We will at Our expense make good any damage to Your property, at Our reasonable expense to You as soon as is reasonably possible.

You do not suffer damage as a result of Our provision of the Window Cleaning Services. We will at Our expense make good any damage to Your property, at Our reasonable expense to You as soon as is reasonably possible.

6.7 If work beyond the scope of the Window Cleaning Services (periodic cleaning of windows) is required, We will first obtain Your consent to the carrying out of such work to the extent that it is necessary for the work to take place.

If work beyond the scope of the Window Cleaning Services is required (periodic cleaning of windows, for example) to reach windows, for example) is required, We will first obtain Your consent to the carrying out of such work and will add the costs of such work to the charges for the Period in which the work takes place.

**7. Problems with Our Services**

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7.1 If there is a problem with the Window Cleaning Services, i.e. they have not been provided with the care and skill, You are entitled to ask Us to repeat or fix the problem, or to get a price reduction if this is not possible.

If there is a problem with the Window Cleaning Services, i.e. they have not been provided with the care and skill, You are entitled to ask Us to repeat or fix the problem, or to get a price reduction if this is not possible.

7.2 We always use reasonable care and attention to ensure that Our provision of the Window Cleaning Services is performed with the care and attention that is reasonably possible in the circumstances. If there is a problem with the Window Cleaning Services, We will make reasonable efforts to remedy problems with the Window Cleaning Services as is reasonably possible and practical.

We always use reasonable care and attention to ensure that Our provision of the Window Cleaning Services is performed with the care and attention that is reasonably possible in the circumstances. If there is a problem with the Window Cleaning Services, We will make reasonable efforts to remedy problems with the Window Cleaning Services as is reasonably possible and practical.

7.3 We will not charge You for remedial work if the problems have been caused by incorrect or incomplete information or actions provided by You, or if the problems are caused by factors where nobody is at fault]. If We determine that a problem has been caused by incorrect or incomplete information or actions provided by You, We may charge You for remedial work.

We will not charge You for remedial work if the problems have been caused by incorrect or incomplete information or actions provided by You, or if the problems are caused by factors where nobody is at fault]. If We determine that a problem has been caused by incorrect or incomplete information or actions provided by You, We may charge You for remedial work.

7.4 As a Consumer, You have certain legal rights and guidance on goods or services. When exercising them, it may be helpful if you contact your local Citizens Advice Bureau or Trading Standards.

As a Consumer, You have certain legal rights and guidance on goods or services. When exercising them, it may be helpful if you contact your local Citizens Advice Bureau or Trading Standards.

7.5 If We do not perform the Window Cleaning Services with reasonable skill and care, You have the right to request repeat performance of the services, or to request a price reduction if the services are not possible or done within a reasonable time without inconvenience to You.

If We do not perform the Window Cleaning Services with reasonable skill and care, You have the right to request repeat performance of the services, or to request a price reduction if the services are not possible or done within a reasonable time without inconvenience to You.

7.6 If the Window Cleaning Services are not performed in line with information that We have provided, You have the right to request repeat performance of the services, or to request a price reduction if the services are not possible or done within a reasonable time without inconvenience to You. This right does not relate to problems with the Window Cleaning Services that do not relate to information provided by Us.

If the Window Cleaning Services are not performed in line with information that We have provided, You have the right to request repeat performance of the services, or to request a price reduction if the services are not possible or done within a reasonable time without inconvenience to You. This right does not relate to problems with the Window Cleaning Services that do not relate to information provided by Us.

7.7 If for any reason We do not perform the Window Cleaning Services in accordance with Your instructions, We will not charge You for doing so and We

If for any reason We do not perform the Window Cleaning Services in accordance with Your instructions, We will not charge You for doing so and We

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will be applicable to the Window Cleaning Services. If You have already made payment(s) to Us, any such refunds will be issued without undue delay (within 14-calendar days starting on the date on which We are notified of the refund) and made via the same payment method unless You request an alternative method.

of doing so. In cases where a price reduction applies, the refund will be up to the full fees payable for the Window Cleaning Services. If You have already made payment(s) to Us, any such refunds will be issued without undue delay (within 14-calendar days starting on the date on which We are notified of the refund) and made via the same payment method unless You request an alternative method.

## 8. Your Obligations

8.1 You must provide sufficient access to the Property at the Agreed Times for Us to perform the Window Cleaning Services.

You can access the Property at the Agreed Times for Us to perform the Window Cleaning Services.

8.2 If We are unable to access the Property via the locked gate or door, You may either give Us a key or be available to give Us access. We promise that all keys will be provided to You by Us.

If We are unable to access the Property via the locked gate or door, You may either give Us a key or be available to give Us access. We promise that all keys will be provided to You by Us.

8.3 You must provide access to electrical outlets and a supply of hot and cold water.

You must provide access to electrical outlets and a supply of hot and cold water.

8.4 You must provide <<insert period e.g. 24 hours>> notice if You do not require the Window Cleaning Services on a particular day or at a particular time. If You give notice for cancelled Visits provided such notice is given <<insert period e.g. 24 hours>> notice is given, We will not charge You for the Visit.

You must provide <<insert period e.g. 24 hours>> notice if You do not require the Window Cleaning Services on a particular day or at a particular time. If You give notice for cancelled Visits provided such notice is given <<insert period e.g. 24 hours>> notice is given, We will not charge You for the Visit.

8.5 If You do not provide the necessary access to the Property or make it impossible for Us to perform the Window Cleaning Services by failing to comply with the provisions in this Clause 8, and do not have a good reason for this, We will charge you for any additional charges incurred as a result of this.

If You do not provide the necessary access to the Property or make it impossible for Us to perform the Window Cleaning Services by failing to comply with the provisions in this Clause 8, and do not have a good reason for this, We will charge you for any additional charges incurred as a result of this.

## 9. Complaints

9.1 We are committed to listening to all feedback from Our customers and, while We always use all reasonable steps to ensure that Your experience as a customer of Ours is the best possible, we nevertheless want to hear from You if You have any concerns.

We are committed to listening to all feedback from Our customers and, while We always use all reasonable steps to ensure that Your experience as a customer of Ours is the best possible, we nevertheless want to hear from You if You have any concerns.

9.2 All complaints should be made in accordance with Our complaints handling policy available at <<insert location(s)>>.

All complaints should be made in accordance with Our complaints handling policy available at <<insert location(s)>>.

9.3 If You have any concerns about any aspect of Your dealings with Us, please contact Us using any of the following ways:

If You have any concerns about any aspect of Your dealings with Us, please contact Us using any of the following ways:

9.3.1 By post to <<insert name and/or position and/or address>>;]

By post to <<insert name and/or position and/or address>>;]

9.3.2 By email to <<insert name and/or position and/or email address>>;]

By email to <<insert name and/or position and/or email address>>;]

9.3.3 By completing the complaint form, following the instructions included with the form.

By completing the complaint form, following the instructions included with the form.

9.3.4 By telephone on <<insert telephone number>> [and <<insert number>> when prompted.]]

By telephone on <<insert telephone number>> [and <<insert number>> when prompted.]]

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10. **Cancellation of Contract**

10.1 Where the Agreement gives You a right to a “cooling off period” after the contract between You and Us is formed,

**Period**

if the contract is made at “Your premises”, You have a statutory right to a cooling off period of 14-calendar days after that date.

10.2 If You wish to cancel the contract, You must inform Us immediately in writing (e.g. a letter sent by post or email to the postal address specified in these Terms and Conditions). You must use the Cancellation Form, but You do not have to return it to Us.

the cooling off period, You should use the Cancellation Form (e.g. a letter sent by post or email to the postal address specified in these Terms and Conditions). You must use the Cancellation Form, but You do not have to return it to Us.

10.3 To meet the cancellation deadline, Your communication must be received by Us within the cancellation period.

It is not sufficient for You to send Your communication to Us if the communication is not received by Us within the right to cancel before the end of the cooling off period.

10.4 If You exercise the right to cancel, We will refund to You any amount paid to the Us in respect of the contract.

You will receive a full refund of any amount paid to Us in respect of the contract.

10.5 We will refund money to You by the same method used to make the payment, unless You have exercised the right to cancel before any fees as a result of the contract have been incurred.

We will refund to You any amount paid to Us in respect of the contract by the same method used to make the payment, unless You have exercised the right to cancel before any fees as a result of the contract have been incurred. In any case, You will not incur any charges.

10.6 We will process the refund as quickly as possible without undue delay and, in any event, within the period which We are informed by You.

We will process the refund as quickly as possible without undue delay and, in any event, within the period which We are informed by You. This is a result of a cancellation without a cooling off period of 14 days after the day on which the contract is made.

10.7 If the Start Date falls within the cooling off period, a request for provision of Window Cleaning Services within the 14-calendar day cooling off period is a normal part of the ordering process.] You must acknowledge and agree to the following:

During the cooling off period, You must make an express request for provision of Window Cleaning Services to begin within the 14-calendar day cooling off period. Your request forms a normal part of the ordering process. You must acknowledge and agree to the following:

10.7.1 If You cancel the contract, You must acknowledge and agree that You are required to pay for the Window Cleaning Services at the point at which You inform Us of Your wish to cancel.

During the cooling off period, You must make an express request for provision of the Window Cleaning Services to begin within the 14-calendar day cooling off period. Your request forms a normal part of the ordering process. You must acknowledge and agree to the following:

10.7.2 The amount of the Monthly Fee. Any sums paid in respect of Window Cleaning Services will be refunded to You on this basis;

During the cooling off period, You must make an express request for provision of the Monthly Fee. Any sums paid in respect of Window Cleaning Services will be refunded to You on this basis;

10.7.3 We will process the refund as quickly as possible without undue delay and, in any event, within the period which We are informed by You. Your wish to cancel the contract does not affect the right to cancel before the end of the cooling off period.

During the cooling off period, You must make an express request for provision of Window Cleaning Services to begin within the 14-calendar day cooling off period. Your request forms a normal part of the ordering process. You must acknowledge and agree to the following:

10.8 Clause 11 applies to the contract if the cooling off period has expired.

Clause 11 applies to the contract if the cooling off period has expired. The cooling off period does not apply.

11. **Termination**

11.1 In addition to Your right to cancel the contract, You may terminate the Agreement by giving Us at least <<insert period e.g. 14 days>> written notice.

In addition to Your right to cancel the contract, You may terminate the Agreement by giving Us at least <<insert period e.g. 14 days>> written notice.

11.2 You may terminate the Agreement with immediate effect by giving Us written notice if:

You may terminate the Agreement with immediate effect by giving Us written notice if:

11.2.1 We have breached the Agreement in any material way and have failed to remedy the breach within the period of <<insert period>> of You asking Us in writing to do so.

We have breached the Agreement in any material way and have failed to remedy the breach within the period of <<insert period>> of You asking Us in writing to do so.

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11.2. on or have an administrator or receiver appointed

11.2. date a change that You have requested at any  
You have signed the Agreement or You do not  
the fees that We tell You that We will charge to  
change;

11.2. provide the Window Cleaning Services due to an  
control (Force Majeure - see Clause 13);

11.2. these Terms and Conditions to Your material

11.3 We r  
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If suc  
possi  
ne Agreement before the Start Date due to the  
sonnel or materials, or due to the occurrence of  
onable control (Force Majeure – see Clause 13).  
ary, We will inform You as soon as is reasonably

11.4 After  
You a  
g. 14 days>> written notice.  
y terminate the Agreement at any time by giving

11.5 We r  
notic  
ment with immediate effect by giving You written

11.5. yment on time as required under Clause 5 (this  
ight to charge interest on overdue sums under

11.5. e Agreement in any material way and have failed  
n within <<insert period>> of Us asking You in

11.5. e to provide the Window Cleaning Services for  
eriod>> weeks due to an event outside of Our  
- see Clause 13); or

11.5. with access to the Property or otherwise make it  
provide the Window Cleaning Services, and We  
contact You to re-arrange the Window Cleaning  
ause 8.5.

11.6 For  
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ause 11 a breach of the Agreement will be  
ot minimal or trivial in its consequences to the  
whether or not a breach is material no regard will  
caused by any accident, mishap, mistake or

12. **Effects of T**

12.1 If the  
will a  
d for any reason, the provisions of this Clause 12

12.2 If at t

12.2. ayment to Us for any Window Cleaning Services  
ded, these sums will be refunded to You as soon  
ble, and in any event within 14-calendar days of  
We may, however, deduct from such a refund  
onable compensation for the net costs We will

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loss of business, interruption to business or for  
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ne Property or anything in it, We will make good  
cost to You. We are not responsible for any pre-  
or to Your property that We may discover while  
g Services.

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or damage caused as a result of Our negligence  
Conditions or the Agreement by Us is limited to

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s or damage You suffer which results from Your  
e instructions given by Us.

14.7 Noth  
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Conditions is intended to or will limit or exclude  
onal injury caused by Our negligence or for fraud  
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Conditions is intended to or will limit Your legal  
any consumer protection legislation. For more  
ase refer to Your local Citizens Advice Bureau or

15. **How We Use Your Data (Data Protection)**

We will only  
Privacy Noti

as set out in Our <<insert document name, e.g.  
sert location(s)>>.

16. **Other Important Information**

16.1 We n  
You n  
as is

ange these Terms and Conditions without giving  
ur reasonable endeavours to inform You as soon  
ny such changes.

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bligations and rights under the Agreement to a  
, for example, if We sell Our business). If this  
writing. Your rights under the Agreement will not  
ns under the Agreement will be transferred to the  
und by them.

16.3 You  
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sign) Your obligations and rights under the  
ss written permission (such permission not to be

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ou and Us. It is not intended to benefit any other  
ay and no such person or party will be entitled to  
greement.

16.5 If any  
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ment or these Terms and Conditions is held by  
e invalid or unenforceable in whole or in part, the  
ons of the Agreement or these Terms and  
of the provision in question will not be affected.

16.6 No fa  
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ou in exercising any rights under the Agreement  
waived that right, and no waiver by Us or You of a  
e Agreement means that We or You will waive

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any subsequent bre... other provision.

**17. Regulations and Informa**

17.1 We are required by... Additional Charges... given or made avail... with You (i.e. before... been signed by Yo... the context of the tr... the Agreement or C... before You accep... information will, as... contract with You as

17.2 As required by the F

17.2.1 all of the info

17.2.2 any other i... Cleaning Se... account wh... Agreement, ... Cleaning Se

will be a part of the

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cts (Information, Cancellation and ensure that certain information is mer before We make Our contract Quotation and the Agreement has ormation is already apparent from d the information itself either in or We will make it available to You sign the Agreement. All of that ions, be part of the terms of Our

o-Clause 17.1; and

give to You about the Window Our business which you take into t the Quotation and sign the other decision about the Window

h You as a Consumer.

**18. Law and Jurisdiction**

18.1 These Terms and You and Us (whet construed in accord [Scotland].

18.2 As a Consumer, Yo Your country of res reduces Your rights

18.3 Any dispute, contro to these Terms and You and Us (wher jurisdiction of the c determined by Your

ent, and the relationship between rwise) shall be governed by and ngland & Wales] [Northern Ireland]

mandatory provisions of the law in Clause 18.1 above takes away or n those provisions.

aim between You and Us relating ment, or the relationship between rwise) shall be subject to the Scotland, or Northern Ireland, as

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**SCHEDULE 1**

**AGREEMENT**

made the \_\_\_\_\_ day of \_\_\_\_\_

**BETWEEN:**

- (1) <<Name of <<Country of Registration>> under number <<C number>> whose registered office is at] **OR** [of <<insert Add d
- (2) <<Name of C Address>> (“the Customer”)

**BACKGROUND:**

- (1) The Trader providing services to consumer customers and has reasonable s ertise in that field.
- (2) The Custom e Trader to provide the services specified below (“the Window
- (3) The Trader a ndow Cleaning Services to the Customer, subject to the attach s and the terms of this Agreement.

**IT IS AGREED** as f

**1. The Agree**

- 1.1 This the attached Terms and Conditions.
- 1.2 In thi initial capital letters have the same meaning as they onditions.
- 1.3 A leg ween You and Us will be created when You and We s
- 1.4 We d ledge that We have given or made available to You n (save for where such information is already appa he transaction):
  - 1.4.1 cs of the Window Cleaning Services;
  - 1.4.2 ct details;
  - 1.4.3 le for the Window Cleaning Services including cannot be calculated in advance, the manner in ed;
  - 1.4.4 payment, performance and the time by which (or rtake to perform the Window Cleaning Services;
  - 1.4.5 ng policy;

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1.4.6 The duration of this Agreement shall be applicable, or if this Agreement is of indefinite duration, it shall be extended automatically, the conditions for extension shall be as follows:

1.5 As required by the Consumer Protection Act (Information, Cancellation and Additional Charges)

1.5.1 all of the information shall be provided in accordance with Clause 1.4; and

1.5.2 any other information shall be provided to You about the Window Cleaning Services which You take into account when entering into this Agreement, or when making any other decision about the Window Cleaning Services.

1.5.3 The information shall be provided to You as a Consumer.

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## 2. The Window Cleaning Services

2.1 We will:

2.1.1 begin to provide Window Cleaning Services on the Start Date of <<insert date>>

2.1.2 provide the Window Cleaning Services during the Agreed Times of <<insert times>> as You and We may agree in writing;

2.1.3 provide the Window Cleaning Services at the Property located at <<insert address>>

2.1.4 perform the Window Cleaning Services in accordance with the specification <<insert specification>>

2.2 The specification for the Window Cleaning Services is [as follows: <<insert full description of services>>] [attached].

2.3 You and We may agree to vary the specification from time to time.

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## 3. Fees and Payment

3.1 You will pay a Monthly Fee of <<insert sum>> for the Window Cleaning Services.

3.2 <<Insert full details of the Monthly Fee>> as detailed in the Quotation>>.

## 4. Waiver of Cooling Off Period

4.1 By signing this Agreement, You agree to commence provision of the Window Cleaning Services and not to wait for the 14-calendar day cooling off period set out in Clause 10 of the Terms and Conditions to expire.

4.2 You acknowledge that you have the right to cancel You will be liable to pay Us for the Window Cleaning Services provided up until the point at which You inform Us of Your cancellation, as set out in Clause 10 of the Terms and Conditions.

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SIGNED for and on behalf of  
<<Name and Title of Customer>> Trader>>

\_\_\_\_\_  
Authorised Signatory

Date: \_\_\_\_\_

SIGNED by the Customer  
<<Name of Customer>>

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_



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SCHEDULE 2

CANCELLATION FORM

To: <<trader to insert geographical address and, where available, email address>>

I/We (delete as appropriate) hereby give notice that I/we (delete as appropriate) cancel my/our (delete as appropriate) window cleaning services dated << >>.

Name of consumer

Address of consumer

Signature of consumer

Date:

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