

Sage Cleaning Services - Terms and Conditions

These Terms and Conditions apply to all our cleaning services booked online, by phone, text, social media or email. Sage Cleaning Services reserves the right to make changes to any part of these Terms and Conditions without giving any prior notice.

If you have any questions regarding these Terms and Conditions, please contact our support team via Info@sagecleaningservices.ie prior to booking or rendering our services.

GENERAL TERMS AND CONDITIONS

- The client agrees to sign and return the SLA within 48 hours of receiving the document to secure their booking. Failure to return the SLA will result in the appointment being cancelled.
- We will ONLY complete the tasks and areas that were agreed upon in the SLA with the client and will not be responsible or liable for performing any additional tasks or services that were not arranged prior to the date of the clean.
- If a client wishes to include any additional services or areas to their original SLA, this will need to be arranged and confirmed prior to the date of the clean. No additional tasks will be done on the day of the clean unless stipulated on the SLA provided to the client.
- Sage Cleaning Services will take photos and/or videos before and after every clean completed for review, promotional, marketing purposes, and insurance purposes.
- Sage Cleaning Services will not tolerate any harassment or discrimination towards any of our staff members regardless of their race, community, sexual orientation, gender, or status
- For health and safety reasons, our staff members will not move any furniture that is heavier than 10Kg.

SERVICES/TASKS WE DO NOT OFFER

- Stepping/Cleaning higher than 2 steps ladder
- Heavy lifting. Due to insurance restrictions, our cleaning technicians may not lift anything weighing more than 10Kg
- Cannot move furniture that contains any electronics

- Cleaning inside dishwasher, washing machine, dryer etc
- Cleaning high ceiling fans/bulbs/glass fixtures/top of kitchen cabinets
- Removing insects/rodents
- Any external cleaning (gutters, gardening or windows)
- Chimney cleaning
- High reaching windows
- Cleaning anything outside the home
- Cleaning inside of curios, china cabinets, stocked cabinets, stocked closets, wardrobes, or drawers.
- Lightbulbs and chandeliers
- Animal Waste
- Biohazards (mould, blood, and faeces etc)
- Excessive clutter

PETS

- The client needs to inform Sage Cleaning Services of any pet/s on the property. As our cleaners will be opening windows and doors during the cleans
- Any staff member that is injured by a client's pet while on duty, the client will be responsible for all medical and/or legal costs as well as the full payment of the clean regardless of if the clean was complete or not. The client is fully liable for any legal charges/payments in the event of any staff members being harmed/attacked by the clients pet/s.
- Our staff are not responsible for cleaning any pet sickness or waste.

PRICING AND PAYMENTS

- Our quote is based on the description given by the customer at the time of booking. The initial price may vary depending on additional tasks required. We reserve the right to change the pricing or discounts if we see that your home's circumstances are not as initially described, or if the incorrect booking options have been selected for your home.
- Invoices will be issued and sent via email to the client upon the completion of the clean. Invoices will stipulate the payment due date and the total value of the clean.
- We ONLY accept payments via bank transfer or cash on the day the clean is completed.
- All regular on-going cleans will be invoiced monthly.
- Sage Cleaning Services is a VAT registered company and is required by law to charge VAT on all services offered, all prices are exclusive of VAT unless stipulated otherwise in writing.
- The client will need to ensure that the property has sufficient running hot water and electricity to allow cleaners to effectively complete their work. If these are not available on the day of the clean, the client is still responsible for the FULL payment.

- Clients understand that they are responsible for any “late payments” and will be subjected to additional charges. An additional €15.00 will be added to the invoice per date that the invoice is outstanding.
- Sage Cleaning Services does not offer any refunds under any circumstances.

QUOTATIONS AND ESTIMATES

- We reserve the right to change the quoted pricing, including any applicable discounts, if the actual size or circumstances of your home are not as described, or if the booking options selected are inappropriate. We will give upfront pricing on items that are on our checklist. Any additional cleaning areas outside our checklist that we can clean will require an extra cost

RATE INCREASES

- Sage Cleaning Services will review any prices during the year and increase prices where necessary to accommodate the rise in costs of products, mileage, and inflation. Clients will be provided notice of any price changes.

DISCOUNTS

- All discounts or promotions displayed and advertised are only available during the stipulated timeframe stated and will not be redeemable after it has expired.

CANCELLATION

- Clients need to cancel or reschedule their cleans more than 48 hours prior to the date and time of their agreed start time directly with Sage Cleaning Services via email at info@sagecleaningservices.ie. Failure to inform the office directly instead of the cleaner will potentially result in missed cleans and incorrect invoicing.
- If the client cancelled their scheduled clean more than 48 hours prior to the date of the clean, clients will be given the opportunity to select a new, appropriate date and time for their following clean.
- If our cleaning team has arrived at a property that was scheduled to be cleaned and there is no access, no running water or electricity, the client will be responsible for the full quotation provided or a set 3 hour clean (plus mileage) for a per hour clean that was arranged to cover staff wages and time wastage.

LATE CHANGES AND LATE CANCELLATIONS

- In the event that a client needs to cancel a scheduled clean, it will need to be cancelled

48 hours before the date of the clean. Cancelling within 48 hours prior to the date of the clean, the client will be liable to pay 50% of the cleaning appointment. If there was no cancellation notice and our cleaner/team arrived at the property for the clean, the client will be liable for the FULL amount due.

LOCKOUTS

- If you do not contact us to cancel a cleaning appointment or inform us of any lateness and the cleaner arrives at your home at the scheduled time and cannot gain entry or is denied access, we will charge you a lockout fee of the full cost of the cleaning to compensate the cleaning technician for their lost time and income.
- If the client has provided our cleaner with a key, they will need to be able to unlock and lock all doors with ease. If a key has been provided and the cleaner still cannot get into the property, the client will be charged the full amount of the scheduled clean.
- We are not responsible for any keys or locks that are lost or broken or damaged

MARKS AND STAINS

- Stains that are hard to remove will not be treated further as they may cause additional damage to the surface.
- We do not remove stickers or removable hooks from walls as there is a chance that we could damage your wall or paintwork.

HEALTH AND SAFETY

- To protect our cleaner's safety, we are not able to clean solid waste, hazardous chemicals, pet waste, moulds, pest infestation, bodily fluids, etc. Please inform us beforehand if any of these exist so we can discuss your options. Otherwise, we would skip the affected areas during our cleanup operation.
- We do not climb higher than 2 steps on a ladder. We do use extension poles for higher items that need dusting and cobwebbing. Our cleaner is required to wear closed-toed, non-skid shoes while cleaning. We are not able to provide service for "shoes off" households.
- Cleaning heavily soiled areas or areas of disrepair, including rooms or homes with extreme dirt build-up, mold, mildew, peeling paint, or other unsafe conditions. If your home is in this condition, we can refer you to another company that can provide appropriate services.

TRAVEL CHARGES

- If Sage Cleaning Services must arrange the collection or drop off keys for a property to be serviced, an additional fee of €20.00 will be added to the initial value of the clean.

- Additional charges can be applied for mileage depending on the clients location.

PARKING

- Customers should provide our team with a parking space, especially those in the inner city for accessibility, that would enable us to bring our own cleaning solutions, materials and equipment.
- If the customer requires our cleaners to park in a public car park on the street to gain access to their property, the client will be charged reasonable parking fees for the cleaning.
- If our cleaning team has been unable to gain access to the property or has not been able to find parking within a decent walking distance from the property, the scheduled clean will be cancelled, and the client will be responsible for a €60 cancellation fee.

ACCESS

- The customer is responsible for providing access to their property at the scheduled time. If keys are provided, they must open and close all locks without any special efforts or skills. We are not liable for loss or damage to keys or locks.
- Failure to provide access to the property is subject to the full value of the cleaning appointment due to loss of cleaner's time and income.

GETTING READY FOR A CLEAN

- Ensure that if you have any pet/s, that they are secured and locked away from our cleaning crew to avoid any cleaning delays or harm to staff.
- We would highly recommend that clients try to declutter and pick up as much as possible in areas you would like us to clean. This will allow our cleaners to do their job efficiently.

BREAKAGE POLICY

- Accidents are unavoidable and can happen sometimes. However, our team does our best to prevent such from occurring. Please remove or secure tippy objects and those that are not securely hung and are unstable. Our team is not liable for these unstable objects and will not be covered by our insurance. In case we are guilty, we will pay up to €100.00 per breakage item when the value is verifiable. If the damage is valued at more than €100.00, a Liability Insurance Claim and Investigation will need to be opened through our insurance carrier. In some cases, we will have the broken item repaired by a professional restoration company. Breakage values over €50.00 must be verified before replacement or reimbursement will be authorized.
- We are not liable for any broken, damaged or loose fixtures, cupboards, doors, windows, lighting and more that may arise during cleaning. Please inform us of the present

damage to avoid any discrepancy.

- We would recommend that all clients store away or inform us of highly fragile/valuable items prior to the clean. We will not be responsible for cleaning these items or the damage to these items. These items can include, but are not limited to; comic figurines, China set, jewellery, ornaments, documentation or cash

INSURANCE

- Sage Cleaning Services has public liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of reported within 24 hours of service date.
- Insurance cover does not include anything that may break down or stop working at any time such as: dishwasher, washing machine, oven, cookers, extractor fans, fridge, freezer, etc., any other items, instability of which the customer is already aware of such as bathroom appliances or any fixtures.
- The customer is obliged to warn the company or the cleaner about appliances that are poorly fixed or not in full working order.
- Sage Cleaning Services reserves the right to refuse to share any of the confidential company's documents.

CLAIMS AND COMPLAINTS

- No refund claims will be considered once the cleaning service has been carried out.
- All services shall be deemed to have been carried out to the customer's satisfaction unless written notice is received with details of the complaint within 24 hours of the work being completed. We will fully investigate any complaint and attempt to resolve it to the satisfaction of the customer, or alternatively to a reasonable standard.
- The customer agrees to allow the cleaner/cleaners back to re-clean and inspect any disputed areas/items before arranging a third party to carry out services.
- In case of damage, proven to be caused by us, we will repair the item at its cost. If the item cannot be repaired, we will rectify the problem by crediting the customer with the item's present actual cash value toward a replacement.
- While our operatives make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed. For this specific reason it is requested all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and/or not cleaned by the cleaning operatives.
- We may require entry to the location of the claim within 24 hours to correct the problem.
- We shall not be responsible for any damage caused as a result of the customer placing furniture on a carpet which has not completely dried.
- We shall not be liable for the shrinkage of carpets as a result of poor fitting.
- We are not responsible for any existing damage to customer property in the form of old stains/burns/spillages/scratches etc. which cannot be cleaned/removed completely by

the cleaning operative using the industry standard cleaning methods.

- We will do our best to make sure your appliances are cleaned to a high standard. However, if they have not been cleaned since they were purchased regrettably we will not be liable for ingrained dirt that cannot be removed using chemicals.
- Also the items excluded from liability are: cash, jewellery, items of sentimental value, art and antiques.
- These items must be kept in the safe or hidden very well.

CONTACT INFORMATION

- We can easily be contacted via email at Info@sagecleaningservices.ie or call on +353 85 267 5432

COMPANY CLOSURE

- Sage Cleaning Services may be closed at any time of the year at the discretion of the company, this includes but is not limited to any public holidays, severe weather warnings, illness etc.

HAPPINESS GUARANTEE

- We are committed to a 100% satisfaction guarantee. If a client is dissatisfied with any aspect of their clean, they [the client] is responsible for reporting this to us within 12 hours upon the completion of the clean. We may take up to 3 business days to respond to a complaint.
- If a recovery-clean is needed, we reserve the right to inspect the house and compare it to photos taken to make sure there is a valid claim. If the claim appears to be invalid, the client will be charged a €100.00 fee which will need to be paid immediately.
- Clients understand that they are not entitled to any refunds or “free cleans” under any circumstances including any dissatisfactory cleaning.
- If we are interrupted midway of the clean, or we have not access to hot water or electricity,

LIABILITY

Sage Cleaning Services does not take responsibility of the following:

- The health or responsibility of any pets or third-party individuals/groups entering or being present on the premises during the cleaning process.
- Whilst we will attempt to remove or lighten any pre-existing stains or marks, we are not responsible for stains that cannot be removed using non-abrasive cleaning methods.
- Existing damage or spillage that cannot be cleaned/removed completely due to age,

type of spillage and damage.

- Any damages caused by faulty or not in full working order detergents/equipment supplied by the client.
- Sage Cleaning Services is not liable for any damages caused by any pre-existing conditions or damage to surfaces and/or items.

CLEANING TERMS AND CONDITIONS:

STANDARD ONCE-OFF CLEANS:

- We will provide clients with a "Standard Cleaning Checklist" which outlines the tasks that will be completed. These cleans require a minimum of 3 hours to ensure all tasks are performed efficiently.
- Cleaners will not perform any additional tasks or services that are not included in the Standard Cleaning Checklist or were not previously arranged and agreed upon in the SLA prior to the clean.
- Sage Cleaning Services will try to remove or lighten the appearance of any stains, visible marks, and dirt off surfaces.

DEEP AND SEMI-DEEP CLEANS

- We will provide clients with a checklist that outlines the tasks that will be completed during the clean. Our cleaners will NOT perform any additional tasks/services that aren't outlined and stipulated in the checklist and SLA prior to the clean.
- Clients need to ensure that fresh, clean bedding is provided to Sage Cleaning Services prior to the start of the clean to ensure this task is completed. If no bedding has been provided, we will not be responsible for not completing this task.
- If the client wishes to have additional services completed on the day of the clean, this will need to be arranged and agreed on before the date of the clean.

REGULAR / ON-GOING CLEANS

- There is a minimum of 30 days' notice if you wish to discontinue using Sage Cleaning Services as your cleaning provider. If a client has decided to discontinue using our services without informing us prior to the 30 days' notice, clients will be liable for the remainder of their scheduled cleaning appointments for the 30-day period.
- Clients need to inform Sage Cleaning Services directly at info@sagecleaningservices.ie or +353 85 267 5432 in advance if they have to reschedule or cancel their appointment. If cleaning appointments are cancelled within 48 hours of their scheduled clean, clients will be responsible for 50% of the value of the clean due to inconvenience.

HOLIDAY HOMES / AIRBNB CLEANS

- If the property has been vacant or occupied for more than a month, a PREMIUM ONCE OFF clean is required to ensure that the entire property has been efficiently cleaned before regular cleaning can occur.
- Sage Cleaning Services will take images of the property before and after the clean for insurance and marketing purposes. We will take note of any damages or loss of property at the property.

END OF TENANCY CLEANS

- Sage Cleaning Services is not responsible for disposing of refuse or property belonging to former tenants. This additional service can be arranged with Management and a fee of €10.00 per bag will be invoiced for any wastage removal.
- Additional charges will be charged to the client/agent for any renovations done to the property without informing Sage Cleaning Services beforehand.
- Initial quotations or hourly rates may be changed if the property was incorrectly described or is in an extreme condition that requires more labour and products.
- Sage Cleaning Services reserves the right to immediately cancel an end of tenancy clean if the property contains personal belongings or clutter from pre or new tenants or has no running water and electricity. Client is responsible for the full outstanding quotation or parts thereof.
- A call out fee of €85.00 will be charged if we have had to cancel a prearranged booking due to lack of electricity, water, access to property or any third party at the property.

EXTERNAL WINDOW CLEANING

- We use a Reach and Wash System only for exterior window cleaning. Some stains will not be removable with this method, and we are not responsible for anything unremovable with this method of cleaning.
- The price for window cleaning does not include the removing of stickers, paint, cement and construction materials
- Achieving optimal results may require a few cleans due to ingrained dirt and previous window cleaning methods.
- Our Reach and Wash System is only able to clean windows at 17ft heights. If your windows are above this level, we will not be able to assist with cleaning them at this time.

POST CONSTRUCTIONS / AFTER RENOVATION CLEANING

- Clients will be provided with a "Post-Construction Checklist" which outlines the tasks

that will be completed during this clean. Additional services or tasks that are not stipulated in the checklist or previously arranged and stated in the SLA will not be completed on the date of the clean.

- Any debris and construction materials will need to be removed prior to the arrival of Sage Cleaning Services. We are not responsible for the removal of any post-construction materials and refuse.
- If the property has recently been painted or re-tiled, we will try to remove any spilled paint, glue or grouting as possible, using standard cleaning equipment and methods, we will not use any heavy chemicals to remove these.
- We are not responsible for any dissatisfactory cleaning due to incorrect building materials used during construction.
- Sage Cleaning Services is NOT responsible for any building materials or residue that is present once the clean has been completed due to on-going incomplete work by any third parties (i.e. – carpenters/painters are still working or haven't completed their jobs) – Ensure that all construction and interior works have been completed before securing a clean.
- Whilst we will try our best to remove most stains and marks, we will not be responsible for any paint, cement, glue and silicone that cannot be cleaned and removed using standards, non-toxic and non-abrasive methods.
- Sage Cleaning Services will require a €100.00 deposit on the clean before the work can commence.
- Any delay due to builders or decorators being on site at the agreed time of a clean may result in additional time being required for the clean or the clean being postponed till a later date. Furthermore, it may not be possible to provide the standard of service originally agreed due to no fault of Sage Cleaning Services
- Additional time will be charge at the same rate as agreed for the full clean while a delay will result in a 50% charge of the original in addition to the full charge for the completed clean.
- Normally builders work has to be done and after that the cleaning team can come to clean, in case the builders are there on the day set for the cleaning, our supervisor can increase the price for the services because they interfere with the cleaning and take longer to finish the cleaning services.

CARPET, RUG, UPHOLSTERY AND MATTRESS CLEANING

- We provided a standard cleaning of carpets, rugs, upholstery and mattress such as pre-vacuuming, steam cleaning and stain removal. However, we will not be liable for any discoloration or damage on heavily soiled carpets, rugs, upholstery or mattress and those with un-removable stains. If steam cleaning cannot sufficiently remove the stains, our cleaners will inform you.
- If the client owns a pet and fur accumulation is present on the carpets, rugs, upholstery or mattress, there is no guarantee that the carpets, rugs, upholstery or mattress will be

100% cleaned especially when the carpets, rugs, upholstery or mattress is not vacuumed regularly. If pests have infested the property during the client's stay, we suggest that you contact pest control as we do not include pest removal.

- All carpets, rugs, upholstery and mattress cleaning orders are subject to €60.00 (excl. VAT) minimum call out charge.
- If collection of keys is required from a location outside the postal code area of the cleaning scheduled, €20.00 (excl. VAT).

COMMERCIAL / CONTRACT CLEANING

- If the client has arranged with Sage Cleaning Services to have regular cleans performed at a property/site, a three-month minimum contract applies.
- The only tasks that will be performed by Sage Cleaners are those agreed to. If additional tasks or services are required, the initial price quoted will be adjusted accordingly.
- The manager/owner or employee will need to instruct Sage Cleaners on where to locate all the bins which require emptying and where they will need to be emptied.
- If we are required to re-stock the bathrooms and other rooms with specific products, these will need to be provided and instructed. Quotations will be amended to account for costs if we are responsible for replenishing any supplies/items.

OVEN & GRILL CLEANING

- We will do our utmost to clean the oven and grills to the best of their abilities without using harsh and dangerous chemicals and equipment. Our oven cleaning consists of only the interior oven, oven grills and glass. We are not responsible for cleaning the oven or spilling trays, pots or pans. We are not responsible for replacing oven or stove knobs/buttons/dials. During the clean, there is potential for numbers/letters to be lightened or partially removed.

Sage Cleaning Services will not be held liable for the following to either oven, grills and or glass:

- Corrosion or rust (whether it was evident before the Service(s) was carried out,
- any pre-existing damage, scratches, marks, and deterioration,
- Inappropriate aftercare,
- Wear and tear of the appliance.

LEGAL

- Sage Cleaning Services will not be held liable for any legal fees or actions brought against them without proper evidence that any damages were caused by Sage Cleaning Services.

These terms and conditions shall be governed by the relevant Irish law, and by agreeing to be bound by them the client agrees to submit to the exclusive jurisdiction of the relevant courts of Ireland. Sage Cleaning Services reserves the rights to make any changes to any part of these terms and conditions without giving any prior notice. Should any of the above clauses change all existing clients will be notified. Please check our website (www.shaigecleaningservices.com) for any updates.

WEBSITE - TERMS AND CONDITIONS

Introduction

These Website Standard Terms and Conditions written on this web-page shall manage your use of our website, Sage Cleaning Services.com accessible at www.sagecleaningservices.ie

These Terms will be applied fully and affect your use of this Website. By using this Website, you agreed to accept all terms and conditions written here. You must not use this Website if you disagree with any of these Website Standard Terms and Conditions. Minors or people below 18 years old are not allowed to use this Website.

Intellectual Property Rights

Other than the content you own, under these Terms, Sage Cleaning Services and/or its licensors own all the intellectual property rights and materials contained in this Website.

You are granted a limited license only for purposes of viewing the material contained on this Website.

Restrictions

You are specifically restricted from all of the following:

- publishing any Website material in any other media;
- selling, sub-licensing and/or otherwise commercializing any Website material;
- publicly performing and/or showing any Website material;
- using this Website in any way that is or may be damaging to this Website;
- using this Website in any way that impacts user access to this Website;
- using this Website contrary to applicable laws and regulations, or in any way may cause harm to the Website, or to any person or business entity;
- engaging in any data mining, data harvesting, data extracting or any other similar activity in relation to this Website;
- using this Website to engage in any advertising or marketing.

Certain areas of this Website are restricted from being access by you and Sage Cleaning Services may further restrict access by you to any areas of this Website, at any time, in absolute discretion. Any user ID and password you may have for this Website are confidential and you must maintain confidentiality as well.

[Your Content](#)

In these Website Standard Terms and Conditions, "Your Content" shall mean any audio, video text, images or other material you choose to display on this Website. By displaying Your Content, you grant Sage Cleaning Services a non-exclusive, worldwide irrevocable, sub-licensable license to use, reproduce, adapt, publish, translate and distribute it in any and all media.

[Your Privacy](#)

Your Content must be your own and must not be invading any third-party's rights. Sage Cleaning Services reserves the right to remove any of Your Content from this Website at any time without notice.

[No warranties](#)

This Website is provided "as is," with all faults, and Sage Cleaning Services express no representations or warranties, of any kind related to this Website or the materials contained on this Website. Also, nothing contained on this Website shall be interpreted as advising you.

[Limitation of liability](#)

In no event shall Sage Cleaning Services, nor any of its officers, directors and employees, shall be held liable for anything arising out of or in any way connected with your use of this Website whether such liability is under contract. Sage Cleaning Services, including its officers, directors and employees shall not be held liable for any indirect, consequential or special liability arising out of or in any way related to your use of this Website.

[Indemnification](#)

You hereby indemnify to the fullest extent Sage Cleaning Services from and against any and/or all liabilities, costs, demands, causes of action, damages and expenses arising in any way related to your breach of any of the provisions of these Terms.

[Severability](#)

If any provision of these Terms is found to be invalid under any applicable law, such provisions shall be deleted without affecting the remaining provisions herein.

[Variation of Terms](#)

Sage Cleaning Services is permitted to revise these Terms at any time as it sees fit, and by using this Website you are expected to review these Terms on a regular basis.

[Assignment](#)

The Sage Cleaning Services is allowed to assign, transfer, and subcontract its rights and/or obligations under these Terms without any notification. However, you are not allowed to assign, transfer, or subcontract any of your rights and/or obligations under these Terms.

[Entire Agreement](#)

These Terms constitute the entire agreement between Sage Cleaning Services and you in relation to your use of this Website, and supersede all prior agreements and understandings.

[Governing Law & Jurisdiction](#)

These Terms will be governed by and interpreted in accordance with the laws of the State of i.e., and you submit to the non-exclusive jurisdiction of the state and federal courts located in i.e. for the resolution of any disputes.