

**www.iomcleaners.co.uk**

**Tel 01624 612777 Fax 01624 612776**

**cleaning@gcdc.co.uk**

## **Terms and Conditions**

### **General Terms**

#### **Environmental Statement**

We are committed to protecting the environment, both now and in the future. We aim to work in unison with our clients and suppliers to achieve the highest environmental standards in all our strategies, policies and actions. It is our policy to use more recycled and renewable products and to reduce the purchase of materials from non-renewable resources. Training programmes are in place to ensure that all management and supervisory staff use the correct equipment, procedures and working practices and are aware of the environmental implications of all tasks. We are also committed to working with suppliers who ensure that their manufacturing and packaging procedures produce environmentally friendly products. We believe it is essential for our quality of life now and that of future generations to protect and maintain the environment to the best of our ability. Only by continuous commitment and education can we make a major contribution to the way we live.

#### **Equal Opportunities Statement**

As an equal opportunities employer; our employment policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, ethnic or national origin, religion, sex, marital status or disability. We also ensure that individuals are selected, promoted and treated on the basis of their relevant aptitudes, skills and abilities. If an employee considers that he or she is a victim of unfair discrimination he or she may raise the issue with senior management.

#### **Health & Safety Statement**

We recognise the need and importance of the Health and Safety and welfare of all our employees and associates by the implementation and monitoring of its policies and procedures. This incorporates active safety auditing, due diligence and compliance with all relevant legislation. This will include:-

- Health & Safety Assessment
- Risk Assessment
- Safe Working Practices and Method Statements
- Incident and Accident Reporting
- PATS Testing - Maintaining Safe Plant and Equipment
- Environmental Management
- Health & Safety Training

## **Quality Assurance Statement**

We place major emphasis on the recruitment and retention of a quality workforce with pay rates linked to performance and attendance. We are convinced that quality and satisfaction begins with structured planning and implementation. The use of IT based monitoring and measurement systems and the development of best practice allow for accurate and proactive quality management. Our quality policy linked to key performance indicators and client specific requirements ensures that customer satisfaction is exceeded.

Following our philosophy for continuous improvement and trend analysis we provide a structured format to achieve and maintain profitable long term quality partnerships with all our clients. Our commitment is to consistently improve the quality of service we deliver to all our clients.

## **Recruitment & Training Statement**

We are committed to continuous investment and improvement of our employees both individually and in teams.

Through compliance with employment legislation, selection profiling and competency evaluations we provide a quality workforce for all of our customers.

Our innovative approach to performance related pay and bonus enables us to deliver high staff retention and reduced levels of absenteeism.

Continuous personal development is supported through a structured performance review.

## **Terms of Service**

We want to make being a customer the best experience it can be. The terms of using our service are set out with this in mind. If you have any queries about our terms of use, please contact us. By agreeing verbally or in writing for any of our services you agree to be bound by all the General Terms and Conditions listed below.

We reserve the right to amend these terms and conditions without prior notice.

We reserve the right to refuse services and /or access to its service to anyone.

## **Payment policies**

All invoices raised are payable immediately unless agreed by prior arrangement.

## **Payment options**

All payment is in UK sterling.

Cheque Payment, Bankers Draft or Postal order

## **Cancellation and refunds**

We reserve the right to cancel the service at any time. In this event customers will be entitled to a refund of any deposit paid. If a customer contravenes our terms and conditions a refund will not be issued in the event of any cancellation.

Customers may cancel their appointment 24 hours prior to the start of services without penalty.

Customers who cancel their appointment within 24 hours to the start of services maybe charged up to the full amount of any estimate; all individual circumstances will be taken into account, however, our decision will be final.

## **Indemnification**

Customers agree that they shall defend, indemnify, save and hold us harmless from any and all demands, liabilities, losses, costs and claims, including reasonable attorney's fees asserted against us or our agents, our customers, officers and employees, that may arise or result from any service provided or performed or agreed to be performed or any product sold by customer, its agents, employees or assigns.

Customers agree to defend, indemnify and hold us harmless against liabilities arising out of; (1) any injury to person or property caused by any products sold or otherwise distributed in connection with; (2) any material supplied by customer infringing or allegedly infringing on the proprietary rights of a third party; (3) copyright infringement and (4) any defective products sold to customer.

## **Disclaimer**

We will not be responsible for any damages your business may suffer. We make no warranties of any kind, expressed or implied for services we provide. We will disclaim any warranty or merchantability or fitness for a particular purpose. This includes loss of data resulting from delays, non deliveries, wrong delivery, and any and all service interruptions caused by us and its employees.

## **Force Majeure**

We shall not be liable for any breach of its obligations or for compensation or refund for loss, damage or delay resulting from an event of Force Majeure. If an event of Force Majeure continues for more than 30 days, then we shall be entitled to terminate any agreements, and shall not have any liability in respect of the termination caused by the event.

## **Consequential loss**

We do not offer compensation for consequential loss on any of its services. We are not liable for any loss of profits, business revenue, goodwill or anticipated savings whether direct, indirect, foreseeable or unforeseeable arising out of delay or failure in conveyance or delivery by us or one of its partners.

These terms and conditions shall be governed by and construed in accordance with the Isle of Man law and subject to the exclusive jurisdiction of the Manx courts.

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