

Terms of Contract

By ordering the service.



Communication

If you wish to commission additional services, cancel a shift, or make changes to the service description or schedule, please contact our customer service by email or telephone before the agreed cleaning day. Please note that we do not receive text messages. Our employees are not entitled to make schedule or service arrangements directly with clients.



Standby time

If the employee is forced to wait, the client will be charged the agreed hourly rate for the standby time. If the employee cannot enter the work location or start their work on time due to a reason attributable to the client, the client will be charged a fee for this delay. If there is no one to open the door for the employee upon their arrival, the employee will wait no more than 15 minutes.



Cleaning schedule

The cleaning time could be agreed to be flexible. In this case, the work will be done in the agreed time range without notifying the client about changes within it. If a certain starting time is agreed for the work, we will reserve a 15- minute margin for it in case the employee is delayed or arrives early due to variation in cleaning schedules or traffic conditions. Please contact the customer service if the above margin is not possible.



Breaks

The employee is entitled to statutory breaks during their workday, including a lunch break. Depending on the length of the workday and other factors, the employee is entitled to have their lunch break at the cleaning location. The client is not charged for breaks taken by the employee during working hours.

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If you do not want the employee to take their break in your home or use your refrigerator and microwave oven to store and heat up their lunch, please notify our customer service of this in advance.

If the temperature of the work location rises to 28–33°C, the employee is entitled to a 10-minute break every 60 minutes pursuant to occupational safety instructions. If the temperature is higher than 33°C, the duration of the break will be 15 minutes. The client will be charged for these breaks.



Pets

Please notify our customer service in advance if you have any pets.



Equipment and cleaning agents

Unless otherwise agreed, the employee will use the client's cleaning equipment (vacuum cleaner, mop, and bucket). The client is responsible for providing dust bags and bin liners, if taking out the trash/changing bin liners is included in the service. Please check whether your vacuum cleaner includes a small separate suction brush for cleaning sofas and upholstered furniture. The service provider will provide all smaller cleaning equipment and cleaning agents. We do not use the client's own cleaning agents unless there is a valid reason to do so. If the client wants the employee to use their own cleaning agents, the client must give the service provider a list of the cleaning agents in advance for safety reasons.

If the parties have agreed that the service provider will provide larger cleaning equipment for every shift, the service provider cannot guarantee to provide a stand-in employee in a situation where the regular employee is on holiday or ill.



Cancellation

The client may cancel a shift free of charge three working days before the scheduled shift. We will charge 50% of the service price for cancellations made later than that. If the client cancels the service on the scheduled cleaning day, we will charge full price for the service. If the parties have not agreed on a certain number of hours of work, the client will be charged for the service according to the time estimate made by the customer service. The client must cancel the service by email or by calling the customer service during business hours. An email cancellation is considered received when the customer service has sent the client a written confirmation of cancellation.



Postponement of shifts

The client may postpone a shift free of charge two working days before the scheduled shift. We will charge 20 % of the service price for postponements made later than that. If the parties have not agreed on a certain number of hours of work, the client will be charged for the service according to the time estimate made by the customer service. The client is not entitled to postpone a shift on the day of the original shift. In such a situation, the terms of cancellation shall apply.

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The client must book the postponed shift within four weeks of the day of the original shift. A shift can only be postponed once. The client must postpone the service by email or by calling the customer service during business hours. An email postponement is considered received when the customer service has sent the client a written confirmation of postponement.



Service termination

Unless otherwise agreed, the service will automatically continue to the next year. The client may terminate the service without a separate notice period. The terms of cancellation shall apply to the cancellation of already scheduled shifts.



Quality control

Our service has a satisfaction guarantee. If the client has any complaints about the quality of the service, the situation will be rectified as soon as possible. To file a complaint, the client must contact the service provider within two days (48 h) of the delivery of the service. Please provide a detailed description of the unsatisfactory service with photos. Please note that we do not give discounts on our services. In principle, our aim is to rectify any defects detected in the quality of our service.

If the client has ordered fewer hours of work than is recommended, we cannot guarantee that our employee will have enough time to complete every task with exemplary results. Our satisfaction guarantee does not apply to situations where the employee did not have enough time to complete the work satisfactorily. Our customer service will contact the client if the ordered number of hours is below our recommendation.



Damage and safety

The service provider has taken out an extensive third-party insurance to cover situations where, despite the careful measures taken, the client's property is damaged during cleaning. If the client detects damage to their property, they shall contact the customer service within two days (48 h) of the delivery of the service. We do not take responsibility for objects that were already damaged or unstable.

All surfaces are expected to stand the cleaning. The client must ensure that the feet of movable furniture are covered with felt pads and objects are mounted to walls correctly. If there are any particularly delicate or valuable surface materials in your home, such as marble surfaces or antique furniture, please give our customer service the details of such surfaces in advance.

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We will not compensate for damages that could not have been prevented under any circumstances. The age and condition of the damaged piece of property also impact the decision and scale of compensation if they were a factor in the incident. We are not obligated to compensate for indirect damages. The insurance company's compensation claim processing time determines how long it takes to receive a decision on compensation.



Invoicing

The service will be charged for according to the number of hours worked.

The invoice for regular cleaning will be sent once a month by email, unless otherwise agreed. The term of payment is 10 days. After the first invoicing month, the client may switch to an e-invoice on their online bank account.

Outstanding invoices are sent to a debt collection agency. A reminder fee (EUR 5) will be charged for the second payment reminder. We reserve the right to cancel all forthcoming cleaning shifts until the outstanding invoices are paid.

The service provider has the right to increase the service price, if necessary. The client will be informed of price increases one month in advance.

The service provider invoices for the work on the basis of work hours per employee. If the service employs two employees, the amount is doubled. If our employees complete the service in less time than estimated, the client will be invoiced for less accordingly. If a regular cleaning shift is cancelled, the next cleaning shifts may take longer. The length of working time may vary depending on the need for cleaning. If regular cleaning shifts have been skipped or if the work is done by a substitute, the work may take longer than usual. If it seems like it would take more than 15 minutes longer than usual, the service provider will contact the customer before continuing the work. If the duration of the cleaning has been agreed to be fixed, as many cleaning tasks will be performed as agreed in the agreed time. If the cleanliness level of the work location changes significantly or cleaning is made substantially more difficult due to a reason not attributable to the service provider, the time reserved for the service will be renegotiated. Invoiceable cleaning time begins when the employee arrives at the door and ends when they leave the work location. If the service includes taking out the trash, the working time ends at the waste collection point or after the employee has returned the key to access the waste collection point.



Number of work hours and invoiceable working time

The client determines the number of work hours with the customer service on a case-by-case basis.

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Cleaning schedule

The customer service arranges the cleaning schedule with the client. The cleaner will always be the same person. Unless otherwise agreed, a stand-in employee will take over when the regular employee is on holiday or ill.

The cleaning days will take place on weekdays from Monday to Friday. After 6 p.m., the client is charged a separate evening work bonus. On mid-week holidays, the service price is doubled. If the regular cleaning day falls on a mid-week holiday, the customer service will contact the client to make alternative arrangements.

In order to ensure the quality of its service and investigate potential issues, the service provider may ask its employees to provide photos of the work location's surface materials. Employees must open some cabinets, such as sink cupboards, kitchen cupboards and bathroom cabinets, to clean them. Similarly, wardrobe sliding doors must be opened for vacuuming. If you want to forbid our employees from taking photos or opening any cabinets/doors, please notify our customer service in advance. If your home has a camera monitoring system, please notify our customer service in advance to ensure the privacy of our employees.



Alarm system and keys

The client may give their keys to the service provider. In that case, the client will be given separate terms of contract regarding the keys. If your home has an alarm system, please give our customer service all the details regarding the use of the alarm system. We are not responsible for any costs arising from unpreventable accidental triggering of the alarm.



Doors and windows

Our employees will not open the door for anyone during their shift, unless otherwise agreed with the customer service. Unless otherwise agreed, our employees will only check the security of doors and windows they have opened during their shift. If you do not want our employees to open the windows to air the place, please notify our customer service.



Privacy protection

All our employees are bound by unconditional obligation of confidentiality.



Electricity and water

We reserve the right to suspend the service if there is no electricity or water available at the work location. We will charge full price for the suspended service.

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Job description

We reserve the right to cancel or suspend a shift if the work differs significantly from the job description provided by the client beforehand. In that case, we will charge full price for the service.



Additional services

If you wish to commission additional services or make changes to the service description, please contact our customer service by email or telephone before the scheduled cleaning day. Cleaning before/after moving house or renovation and window cleaning are additional services to be arranged separately with the customer service. Cleaning of secretions is not included in the description of home cleaning services. We charge EUR 65 per hour (incl. VAT 25,5%) for the cleaning of secretions. The minimum charge is one hour.



Parking fee

Sometimes, a car is needed to transport the cleaning equipment to the work location. In that case, we will ask permission to use your guest parking space/car park. If no parking space or other free parking option is available, the parking fee will be charged from the client.



Hiring an employee

The client shall not have the right to ask or in any way persuade the service provider's employees to resign from the service provider's service or to order cleaning services under the agreement directly from the service provider's employees or indirectly order such cleaning services through a family member, another person or another company during the employee's employment relationship or within one year following the termination of the service. Should the client breach this recruitment freeze provision, the service provider shall impose the client a fine of EUR 5000. The fine shall be due for payment 30 days after the service provider's notice.



Force majeure

The service provider is entitled to cancel or postpone a shift if it cannot be performed owing to a case of force majeure, such as a strike in the public transport sector. In that case, we always aim to organise the shift, but we reserve the right to cancel shifts and make changes to cleaning schedules.

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Household deduction

You may claim household deduction for our cleaning service. You can claim deduction for 60% of the total of our invoice (the household deduction threshold is EUR 150 per year). You can file your household expenses to be taken into account on your tax card or to be deducted in your tax declaration. If you choose the tax card option, you will be able to utilise the tax credit during the current year.



Customer service

If the client has left us a contact request or we need to contact the client, our customer service will contact the client during our business hours or on the next working day. You can find the business hours of our customer service on our website at: www.washup.fi

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