



## **Cleaning Subscription Services**

### **Terms & Conditions**

#### **1. Definitions**

1.1 In these Terms & Conditions, the following definitions apply:

“Cleaning Visit” – means the visit to the Tenant’s Address by a Housekeeper to perform the Services booked by the Tenant.

“Company”, “Our”, “Us”, “We”, “Acis Students” –Acis Group Ltd, its group companies, employees, agents and independent subcontractors.

“Tenant” - means the person to whom the Services are supplied by the Company.

“Tenant’s Address” – means the room or rooms where the Tenant has requested the Services be carried out.

“Housekeeper” - means the person carrying out cleaning and housekeeping services on behalf of the Company.

“Services” - means the cleaning and housekeeping services performed for the Tenant by a Housekeeper on behalf of the Company, including Subscription Services and Specialist Cleaning.

“Specialist Cleaning” – means the specialist cleaning services set out in Schedule 1 to clean body fluids and other substances (for example, vomit).

“Subscription Services” – means the services set out in Schedule 1 that can be booked on a recurring basis.

“Agreed reoccurring basis” – means the frequency of cleaning visits as agreed per the cleaning confirmation email.

“In writing” – means email or letter.

1.2 Unless the context requires otherwise, references to the singular include the plural and references to the masculine include the feminine and vice versa.

1.3 Words such as “including”, “such as”, “for example” and any other similar expressions are to be construed without limitation.

1.4 The schedule forms part of these Terms & Conditions and shall have effect as if set out in the full body of this agreement and any references to these Terms & Conditions includes the schedule.

1.5 Clause and schedule headings are included for convenience only and shall not affect the interpretation of these Terms & Conditions.

## **2. Contract**

2.1 These Terms and Conditions, together with the booking confirmation email, represent a contract between the Company and the Tenant.

2.2 The Tenant agrees that any use of the Company's Services, including placing or changing an order for Services shall constitute the Tenant's acceptance of these Terms and Conditions.

2.3 These Terms and Conditions prevail over, and operate to the exclusion of, any other terms or conditions put forward by the Tenant or which are implied by trade, custom, practice or course of dealing.

2.4 If a Tenant living in a shared occupied flat books services (such as a Kitchen Clean or a Bathroom Clean) on behalf of a group of flatmates, the Customer making the booking ("Lead Customer") is responsible for paying the price for the Services, and also for notifying the Company of any changes or cancellation requests (in accordance with the provisions of these Terms & Conditions). The Lead Customer confirms that they have obtained the consent of their flatmates to make the booking. The Company has no responsibility for allocating the price of the Services between the Lead Customer and their flatmates or for seeking payment for the Services from anyone other than the Lead Customer. It is the responsibility of the Lead Customer to decide with their flatmates how the flatmates will contribute towards the price of the Services booked and paid for by the Lead Customer.

## **3. Services**

3.1 The Company shall perform the Services booked by the Tenant with reasonable skill and care in accordance with the task list for the relevant Services set out in Schedule 1.

3.2 The Subscription Services will be performed on an agreed recurring basis. If the Subscription Services are booked by the Tenant before 09 February 2026 Subscription Services will commence from 09 February 2026 and continue until the end date of the Tenant's tenancy with Acis Students unless terminated earlier in accordance with these Terms and Conditions. If the Subscription Services are booked by the Tenant after 09 February 2026 the Subscription Services will commence from the date of the booking and continue until the end date of the Tenant's tenancy with Acis Students unless terminated earlier in accordance with these Terms and Conditions. The Company will contact the Tenant to arrange the date of the first clean which will take place within 2 weeks of 09 February 2026 or the booking date, as applicable, and be repeated on the Agreed reoccurring basis, on the same day and at the same time subject to clause 3.9 below.

3.3 All cleaning products will be provided by the Company. Such products will be handled by the Housekeeper only and must not be touched or used by the Tenant. Non-compliance shall be addressed in accordance with clause 4.4.

3.4 All fragile and sentimental items in the Tenant's Address must be removed or secured by the Tenant before the start of the Services.

3.5 Personal items left on worktops, surfaces and/or the floor will be cleaned around by the Housekeeper. The Tenant agrees to put away any personal items or items belonging to others before the Housekeeper arrives so that worktops, surfaces and the floor are fully accessible and can be cleaned by the Housekeeper. No refund will be given for any tasks that cannot be completed as part of the Services due to personal items or items belonging to others being left out by the Tenant.

3.6 The Housekeeper will only arrive with the cleaning equipment and products required for the Services booked. If Specialist Cleaning services are required by a Tenant these must be booked in addition to any other Services and paid for in advance. The Company cannot be held responsible if booked Services are unable to be performed due to Specialist Cleaning services being required but not booked. If the Specialist Cleaning services are not booked and pre-paid by the Tenant, the booked Services may be cancelled at the Company's discretion. The Tenant will still be charged for the booked Services and no refund will be given in such circumstances.

3.7 In advance of the Services being carried out, the Tenant must inform the Company in writing of any hazards at the Tenant's Address that may impact the Services, such as loose shelves and broken or damaged items. No refund will be given for any tasks that cannot be completed as part of the Services due to hazards at the Tenant's Address that the Tenant failed to notify in advance.

3.8 The Company reserves the right to refuse or cancel a booking for Services if the Tenant is in rent arrears under their tenancy agreement.

3.9 The Company reserves the right to re-schedule Services at its discretion for any reason, including if the Housekeeper is absent due to sickness or late due to transport problems.

3.10 If a Tenant books Subscription Services for the entire duration of their tenancy agreement and pays the price for such Services in full and on time (when due and payable) then the Company will not charge the Tenant a cleaning fee when they check-out of the accommodation at the end of the tenancy. If a Tenant books Subscription Services but cancels them before the end of their tenancy agreement or doesn't pay the price in full or on time (when due and payable) then the Company may, at its discretion, charge the Tenant a cleaning fee when they check-out of the accommodation at the end of the tenancy.

#### **4. Access to Tenant's Address**

4.1 Booking times are indicative and not exact. We will endeavour to perform Services during normal working hours unless we specifically confirm otherwise in writing. This is because we cannot guarantee how long specific cleans may take. There may be occasions when delays are caused due to events outside of our control, such as a fire evacuation or other emergency. Time is not of the essence.

4.2 We do not require Tenants to be present when Services are taking place. If the Tenant is out the Housekeeper will access the Tenant's Address using the Building's master key. By accepting these Terms & Conditions, the Tenant grants the Company and the Housekeeper permission to enter the Tenant's Address to perform the Services.

4.3 The Housekeeper can refuse to carry out Services for a Tenant if they deem it unsafe to do so, for example, the Tenant is displaying aggressive/anti-social behaviour, hazardous materials are present at the Tenant's Address or specialist cleaning equipment is required and no prior notice has been given by the Tenant. The Tenant will still be charged for the Services and no refund will be given in these circumstances.

4.4 If the Housekeeper is unable to access the Tenant's Address for any reason within 30 minutes of arrival time (for example, the Tenant refuses entry), they will move on to other scheduled jobs. The Tenant will still be charged for the Services and no refund will be given in these circumstances.

## **5. Prices and Payment**

5.1 The prices for the Services are set out in Schedule 1.

5.2 The price for the Subscription Services booked by the Tenant may be paid in full in advance or, alternatively, monthly or termly in line with the Tenant's rent payments under their tenancy agreement. The payment plan will be agreed by the Company and the Tenant at the time of booking. Payment can be made through the Tenant's online SAM (Student Accommodation Manager) account or by bank transfer.

5.3 Payment of the price for Specialist Cleaning is due and payable by the Tenant on booking. Payment can be made using a credit or debit card through the Tenant's online SAM account. The booking will not be confirmed until payment has been made.

5.4 We reserve the right to suspend or cancel the Services without notice if the Tenant's payment is declined or the price is not paid when due and payable.

5.5 The Tenant shall make no reduction or retention from the price due and payable for the Services booked.

5.6 If we increase the price of the Services during the subscription period we will notify the Tenant in writing at least thirty (30) days ahead of the change taking effect unless the price rise is required or necessary because of laws or changes imposed

by any governmental or regulatory body or authority, in which case the price rise will come into effect on the day of notification. The Tenant will not be affected by the price rise if they cancel their booking on or before the day on which the price rise takes effect.

## **6. Cancellation**

6.1 The Tenant may cancel the Services as follows:

6.1.1 The Tenant can cancel the Services with immediate effect within 14 days from the date of the booking, and will receive a full refund of the price paid except if any Services have been performed prior to the date of cancellation in which case the Tenant is liable for the cost of such Services. For the avoidance of doubt, the Tenant will only be charged for Services performed (if any) during the period from the original date of booking to the date of cancellation.

6.1.2 After the expiry of 14 days from the date of the booking, the Tenant can cancel the Services by giving no less than thirty (30) days prior written notice.

6.1.3 All requests for cancellation of Services under this Clause 6.1 must be sent via email to [Raleighpark@acisstudents.co.uk](mailto:Raleighpark@acisstudents.co.uk). Once confirmed any applicable refund will be processed.

6.1.4 If a Tenant wants to change the day or time of a scheduled clean they must give at least 24 hours prior written notice, to be sent via email to the [Raleighpark@acisstudents.co.uk](mailto:Raleighpark@acisstudents.co.uk). The Company will do its best to accommodate such request, subject to availability. If a Tenant gives less than 24 hours prior written notice they will still be charged for the Services booked.

6.2 The Company can cancel the Services at any time:

6.2.1 on giving no less than five (5) working days written notice;

6.2.2 with immediate effect if the Tenant hasn't paid the price for the Services when due and payable;

6.2.3 with immediate effect if the Tenant is in rent arrears under their tenancy agreement;

6.2.4 with immediate effect if a Tenant abuses the booking system, for example by continually re-scheduling cleans or cancelling and re-booking Services;

6.2.5 with immediate effect if it is not able to provide the Services for any reason whatsoever; or

6.2.6 with immediate effect if the Tenant breaches any of these Terms & Conditions and such breach is not remedied within seven (7) days of the Tenant being given written notice .

## **7. Refunds**

7.1 All refunds agreed by the Company under these Terms & Conditions will be processed within 5 working days, and monies returned via the payment method used at the time of booking.

7.2 At the Company's discretion, a Tenant may be eligible for a refund in respect of Services not performed due to reasons not caused by the Tenant.

## **8. Service Issue/ Complaints**

8.1. The Tenant must notify the Company in writing of any dissatisfaction with the Services performed, any damage/breakages and/or theft within 24 hours of completion of the Services. Failure to do so will result in the Tenant not qualifying for any refund and/or re-cleaning. The Tenant must set out full details of the Service Issue/ Complaint in the notice and send it by email to Raleighpark@acisstudents.co.uk, together with any relevant photographic or other evidence:

8.2 The Company will acknowledge all service issues or complaints within 2 working days of receipt and will fully investigate in accordance with our customer feedback policy which can be found on our website <https://www.acisgroup.co.uk/feedback/>

8.3 The Tenant agrees to allow the Company to investigate their service issue or complaint and re-clean any disputed areas/items before making any attempt to clean those areas/items themselves or arranging for a third party to clean such areas/items. Alternatively, a refund may be issued at the Company's discretion. The Company will not be liable for any losses, damages, costs or expenses suffered or incurred by the Tenant in resolving the matters the subject of the Tenant's service issue or complaint if the Tenant fails to allow the Company to investigate and remedy the disputed areas or items first.

## **9. Liability**

9.1. The Company shall not be liable under any circumstances for any loss, expense, damage, delay, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Tenant arising from or in any way connected with:

9.1.1 its failure to perform the Services as a result of factors that are beyond its control, including acts of god, floods, severe weather conditions, pandemic, epidemic, quarantine restrictions and/or Government restrictions;

9.1.2 its failure to perform the Services due to:

(i) the Tenant refusing the Housekeeper entry to the Tenant's Address or the Housekeeper otherwise being unable to gain access to the Tenant's Address; or

(ii) the Tenant not removing personal items from worktops, surfaces and/or the floor before the start of the Services; or

(iii) hazards at the Tenant's Address that the Tenant failed to notify before the start of the Services; or

(iv) the Tenant's aggressive or anti-social behaviour;

9.1.3 late arrival of the Housekeeper at the Tenant's Address. The Company will use its reasonable endeavours to be on time for a Cleaning Visit, but sometimes due to transport related and other problems which are beyond the Company's control the Housekeeper may arrive with a delay or the Cleaning Visit may need to be re-scheduled;

9.1.4 existing damage in the form of old stains/burns/spillages etc which cannot be cleaned or removed completely by the Housekeeper using industry standard cleaning methods;

9.1.5 its failure to perform the Services due to the condition of the Tenant's Address requiring specialist cleaning services to be carried out that were not booked by the Tenant;

9.1.6 the Tenant touching and/or using the Company's cleaning equipment and products; and/or

9.1.7 non-satisfactory result from the Services due to the Tenant or a third-party walking on wet floors or using appliances during or shortly after completion of the Services.

9.2. The Company shall not be liable for any odours arising during and/or after completion of the Services when this is due to factors such as lack of ventilation and/or appropriate heating.

## **10. Law**

10.1. These Terms & Conditions are governed by the laws of England and Wales and are subject to the exclusive jurisdiction of the Courts of England and Wales.

## **11. Use of Digital Imagery**

11.1 We and/or the Housekeeper may from time to time capture images during the Cleaning Visit to highlight any issues relating to the performance of the Services and to provide proof of tasks completed or that cannot be performed (in whole or part) to support any potential dispute over a service issue or complaint.

11.2 The intellectual property rights and copyright of all images taken by us and/or the Housekeeper will remain that of the Company. These images may be shared with the Tenant upon written request.

11.3 The Company reserves the right to use any image or video captured during a Cleaning Visit as evidence in the event of any legal action.

## **12. Miscellaneous**

12.1 If any term of these Terms & Conditions is or becomes unlawful, invalid or unenforceable, that term shall be considered struck out and the remainder of the Terms & Conditions shall remain in full force and effect.

12.2 No modification of these Terms & Conditions shall be binding unless made in writing and signed by the Tenant and a duly authorised representative of the Company.

12.3 The Cleaning Services Agreement and these Terms & Conditions embody the entire agreement and understanding between the Tenant and the Company pertaining to the subject matter, and supersede all prior agreements, understandings, negotiations, representations and discussions, whether verbal or written, of the Tenant and the Company, pertaining to that subject matter. The Tenant agrees and acknowledges that they have not relied upon any representations, promises, assurances or statements that are not recorded in these Terms & Conditions and any liability for innocent and/or negligent (but not fraudulent) misrepresentation as against the Company is expressly excluded.

#### Schedule 1

SERVICE	WHAT'S INCLUDED?	SUBSCRIPTION PRICE (PER CLEAN)

<p>Ensuite Room Clean</p>	<p><b><u>Bedroom:</u></b></p> <p><b>Bedroom Bin</b> x 1 bin (if applicable) will be emptied, and a replacement bin liner will be provided for x1 bedroom bin.</p> <p><b>Worktop</b> All available worktop space (e.g. desk) will be cleaned. <b>Please note:</b> Personal items or items belonging to others on worktops and surfaces will be cleaned around. Please put away any personal items or items belonging to others before the Housekeeper arrives to allow worktops and surfaces to be fully cleaned.</p> <p><b>Mirrors</b> will be wiped down (unless cracked).</p> <p><b>Vacuum /Mop floor</b> Carpeted areas will be vacuumed / vinyl will be mopped. <b>Please note:</b> Any personal items left on the floor will not be moved and will be vacuumed/mopped around. Please keep the floor clear of personal items or items belonging to others to allow the Housekeeper full access to clean the floor.</p> <p><b>Skirting boards</b> All accessible skirting will be wiped down/dusted.</p> <p><b><u>Bathroom:</u></b></p> <p><b>Sink</b> Will be cleaned including taps. <b>Please note:</b> If the sink drain is blocked, please contact the maintenance team to log this as a maintenance issue to be resolved prior to your clean.</p> <p><b>Toilet</b> Toilet will be cleaned (inside and out), including toilet seat. <b>Please note:</b> If the toilet is blocked, please contact the maintenance team to log this as a maintenance issue to be resolved prior to your clean.</p> <p><b>Shower</b> Shower screen (if applicable) - chrome and glass will be cleaned. Shower taps and brackets will also be cleaned. Shower enclosure walls will be wiped down together with shower tray. <b>Please note:</b> If the shower drain is blocked, please contact the maintenance team to log this as a maintenance issue to be resolved prior to your clean.</p>	<p>£18</p>
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	<p><b>Walls</b> Bathroom walls will be wiped down.</p> <p><b>Mirror</b> Bathroom mirror will be wiped down (unless cracked).</p> <p><b>Floor</b> Bathroom floor will be mopped. <b>Please note:</b> Any items left on the floor will not be moved and will be mopped around. Please keep the floor clear of items to allow the Housekeeper full access to clean the floor.</p> <p><b>Bathroom Bin</b> x 1 bin (if applicable) will be emptied, and a replacement bin liner will be provided for x1 bathroom bin.</p> <p><b><u>Please note the following is not included:</u></b></p> <p>Inside of windows</p> <p>Unblocking drains, toilet and/or shower</p> <p>Carpet clean</p> <p>Upholstery clean (curtains etc)</p> <p>Making bed</p> <p>Putting away personal items/clothing</p> <p>Shower head de-scale</p> <p>Wardrobe (inside and top)</p> <p><b>Note:</b> If Specialist Cleaning is required to clean body fluids and other substances (e.g. vomit), an additional charge of £30 will apply. If the Specialist Cleaning is not booked and pre-paid by the Tenant, the booked Services may be cancelled at the Company's discretion. No refund of the payment for the Services cancelled will be issued by the Company in such circumstances.</p>	
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<p>Bedroom clean (non-ensuite)</p>	<p><b>Worktops</b> All available worktop space (e.g. desk) and surfaces will be cleaned. <b>Please note:</b> Personal items or items belonging to others on worktops and surfaces will be cleaned around. Please put away any personal items or items belonging to others before the Housekeeper arrives to allow worktops and surfaces to be fully cleaned.</p> <p><b>Mirrors</b> will be wiped down (unless cracked).</p> <p><b>Vacuum /Mop floor</b> Carpeted areas will be vacuumed / vinyl will be mopped. <b>Please note:</b> Any personal items or items belonging to others left on the floor will not be moved and will be vacuumed/mopped around. Please keep the floor clear of personal items or items belonging to others to allow the Housekeeper full access to clean the floor.</p> <p><b>Skirting boards</b> All accessible skirting will be wiped down/dusted.</p> <p><b>Bedroom Bin</b> x 1 bin (if applicable) will be emptied, and a replacement bin liner will be provided for x1 bedroom bin.</p> <p><b>Note:</b> If Specialist Cleaning is required to clean body fluids and other substances (e.g. vomit), an additional charge of £30 will apply. If the Specialist Cleaning is not booked and pre-paid by the Tenant, the booked Services may be cancelled at the Company's discretion. No refund of the payment for the Services cancelled will be issued by the Company in such circumstances.</p>	<p>£8</p>
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<p>Kitchen Clean</p>	<p><b>Rubbish Removal</b> General waste and recycling bins will be emptied, and replacement bin liner(s) will be provided. <b>Please note:</b> Only 1 bag per bin will be removed &amp; broken glass will not be taken to recycling.</p> <p><b>Sink</b> Will be cleaned including taps. <b>Please note:</b> If the sink drain is blocked, please contact the maintenance team to log this as a maintenance issue to be resolved prior to your clean.</p> <p><b>Cupboards</b> Cupboard doors will be wiped down.</p> <p><b>Worktops</b> All available worktop space will be cleaned. <b>Please note:</b> Personal items or items belonging to others on worktops and surfaces will be cleaned around. Please put away any personal items or items belonging to others before the Housekeeper arrives to allow worktops and surfaces to be fully cleaned.</p> <p><b>Appliances</b> Front of appliances, such as the fridge/freezer, will be wiped down. <b>Please note:</b> Internal cleans of appliances can be requested at an additional cost – see ‘Extras’ below.</p> <p><b>Microwave</b> Will be cleaned inside and out, including microwave plate.</p> <p><b>Hob and Extractor hood</b> Both hob and extractor will be cleaned, together with splashbacks (if applicable). <b>Please note:</b> The hob and extractor will not be cleaned if hot. They must not have been used for a minimum of 1 hour before the Housekeeper arrives.</p> <p><b>Vacuum /Mop floor</b> Carpeted areas will be vacuumed / vinyl will be mopped. Please note: Any personal items or items belonging to others left on the floor will not be moved and will be vacuumed/mopped around. Please keep the floor clear of personal items or items belonging to others to allow the Housekeeper full access to clean the floor.</p> <p><b>Sofas</b> Will be vacuumed (or wiped down if leather).</p>	<p>£30</p>
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**Skirting boards** All accessible skirting will be wiped down/dusted.

**Please note the following is not included:**

Inside of windows

Pot washing

Unblocking drains and/or toilet

Carpet clean

Upholstery clean (curtains etc)

Oven clean

Fridge inside clean

Freezer de-frost

Putting away personal items

**Note:** If Specialist Cleaning is required to clean body fluids and other substances (e.g. vomit), an additional charge of £30 will apply and must be booked and paid in advance by the Tenant. If the Specialist Cleaning is not booked and pre-paid by the Tenant, the booked Services may be cancelled at the Company's discretion. No refund of the payment for the Services cancelled will be issued by the Company in such circumstances.

<p>Bathroom clean</p>	<p><b>Sink</b> Will be cleaned including taps. <b>Please note:</b> If the sink drain is blocked, please contact the maintenance team to log this as a maintenance issue to be resolved prior to your clean.</p> <p><b>Toilet</b> Will be cleaned (inside and out), including toilet seat. <b>Please note:</b> If the toilet is blocked, please contact maintenance team to log this as a maintenance issue to be resolved prior to your clean.</p> <p><b>Shower</b> Screen (if applicable) - chrome and glass will be cleaned. Shower taps and brackets will also be cleaned. Shower enclosure walls will be wiped down, together with shower tray. <b>Please note:</b> If the shower drain is blocked, please contact the maintenance team to log this as a maintenance issue to be resolved prior to your clean.</p> <p><b>Walls</b> Bathroom walls will be wiped down.</p> <p><b>Mirror</b> Bathroom mirror will be wiped down (unless cracked).</p> <p><b>Floor</b> Bathroom floor will be mopped. <b>Please note:</b> Any personal items or items belonging to others left on the floor will not be moved and will be mopped around. Please keep the floor clear of personal items or items belonging to others to allow the Housekeeper full access to clean the floor.</p> <p><b>Bathroom Bin</b> x1 bin (if applicable) will be emptied, and a replacement bin liner will be provided for x1 bathroom bin.</p> <p><b>Note:</b> If Specialist Cleaning is required to clean body fluids and other substances (e.g. vomit), an additional charge of £30 will apply. If the Specialist Cleaning is not booked and pre-paid by the Tenant, the booked Services may be cancelled at the Company's discretion. No refund of the payment for the Services cancelled will be issued by the Company in such circumstances.</p>	<p>£12</p>
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SPECIALIST CLEANING		PRICE (PER CLEAN)
Specialist Clean (Bio-hazard kit required)	Includes: Safe removal of bodily fluids and substances (such as vomit) and specialist clean.  <b>Please note:</b> If this service has not been booked and pre-paid prior to the booking taking place the booked Services may be cancelled and no refund will be issued.	£30