

## Gooch Group Ltd Terms & Conditions of Service

### General Conditions

- All agreements will be signed and dated by a representative of Gooch Group Ltd and the customer prior to any work being carried out.
- If there are any variations to the written agreement / estimate you will be notified by a member of the Gooch Group Ltd administration team by phone and/or email prior to any additional work being carried out or cancelled, and given an estimated cost for you to agree, which will be added or deducted from the final invoice.
- Gooch Group Ltd reserves the right to change, alter or amend these conditions at any time in the future and all customers affected will be notified of any changes at least 30 days in advance.

### Fees & Payment

- Before work can commence a signed Acceptance Form must be fully completed and returned to Gooch Group Ltd. All information needs to be completed including,
  - Address where the work is to be carried out
  - The invoicing address
  - The named person in your Company who is responsible and can authorise any changes to the estimated specification (if required)
  - The named person in your Company who is responsible for payment (if required)
  - Any purchase order your Company requires quoting on invoices/documents (if required)
  - The frequency of any regular contract work
  - Signature and printed name of authorised person
  - Date of completion
- On receipt of completed Acceptance Form, Gooch Group Ltd will be in contact with you to arrange a mutually convenient date for the work to commence. Once agreed, failure to provide access to site or facilities which result in the work not being completed will still be payable in full by yourself.

### **Services include:**

#### *Environmental Cleans*

*Window cleaning  
(Traditional or  
Reach & Wash)*

*Pressure Washing*

*Graffiti Removal*

*Builders' Cleans*

*Carpet Cleaning*

*Deep Kitchen Cleans*

*Forensic Cleans*

*Disaster Cleans*

*Fire & Flood Work*

*Warehouse Cleans*

*Car Park Sweeping*

*Cleaning Product Sales*

*Operator's certificate  
for Scissor Lift &  
Cherry Picker*

*Free Estimates*

*Insurance Work Undertaken*

*All staff fully trained  
and CRB checked*

Unit 40, Lansdown Industrial Estate, Gloucester Road, Cheltenham, Glos GL51 8PL  
Telephone: 01242 528 564 Fax 01242 520 040 sales@goochgroup.co.uk

Registered address: Festival House, Jessop Avenue, Cheltenham, Glos. GL50 3SH. Registered number: 5025879

- In the case of an emergency call out, where there is not time to return the completed Acceptance Form a written email instruction will be required prior to the work commencing and full payment up front for non account holders needed prior to work commencing.
- In the event that the estimate has items that are not set price, before work commences we will require part payment of 50% of the total estimated cost plus VAT.
- All prices estimated are excluding VAT. VAT will be charged at the current rate applicable.
- Any additional work to the job specification, will be agreed verbally with the customer prior to the work being carried out, and confirmed to the customer in a written email the same day. Additional work will be included in the final invoice this instance a signature of agreement will be requested from our operatives on site as confirmation that the work can proceed.
- The cost of any cleaning products or materials estimated are an estimation of what is required, the customer will be charged for actual consumption, so the price estimated may be increased or reduce accordingly. We reserve the right to charge for actual materials used at the current price.
- Payment for non account holders will be required in advance of any work being carried out as per the agreement. Any addition / reduce payments will be invoiced / refunded after the work has been completed if necessary.
- Payment for account holders will be invoiced on completion of the work and payment will be required within 28 days of date of the invoice.
- Payment of Gooch Group Ltd invoices will be accepted by BACS, Cheque or cash on delivery / on completion work being carried out. Alternative methods of payment may incur an administration charge.
- Account holders application for a business credit account means that you the customer agree to be bound by the terms and conditions of Gooch Group Ltd.
- Account holders will not be accepted until confirmation of a satisfactory credit check has been received by Gooch Group Ltd. You will be notified at this time of your credit limit and the terms of payment of your account. Failure to adhere to these terms will result in your account being frozen. We reserve the right to charge interest on outstanding accounts at the current rate of interest.

## **Services include:**

### *Environmental Cleans*

*Window cleaning  
(Traditional or  
Reach & Wash)*

*Pressure Washing*

*Graffiti Removal*

*Builders' Cleans*

*Carpet Cleaning*

*Deep Kitchen Cleans*

*Forensic Cleans*

*Disaster Cleans*

*Fire & Flood Work*

*Warehouse Cleans*

*Car Park Sweeping*

*Cleaning Product Sales*

*Operator's certificate  
for Scissor Lift &  
Cherry Picker*

*Free Estimates*

*Insurance Work Undertaken*

*All staff fully trained  
and CRB checked*

Unit 40, Lansdown Industrial Estate, Gloucester Road, Cheltenham, Glos GL51 8PL  
Telephone: 01242 528 564 Fax 01242 520 040 sales@goochgroup.co.uk

Registered address: Festival House, Jessop Avenue, Cheltenham, Glos. GL50 3SH. Registered number: 5025879



- Prices may be varied on an annual basis, but the customer will be notified in writing giving 30 days notice of any changes.
- All items supplied by Gooch Group Ltd under this agreement will remain the property of Gooch Group Ltd until payment in full is received.
- The customer will be responsible for the safe keeping of, and provide adequate insurance to cover any goods left on their premises until full payment is received. Evidence of this insurance must be provided if requested.

#### Non Payment

- If you, the customer do not agree with any invoice received, queries should be made to Gooch Group Ltd in writing within 7 working days of receipt.
- Gooch Group Ltd will acknowledge any customers query on receipt and inform you of any decision made after a full enquiry has been completed.
- If payment from the account holder is not received within 28 days from date of the invoice, then your account may be suspended until full payment is received.
- Gooch Group Ltd reserve the right to charge interest at the current commercial rate on any outstanding balance over the due date.
- If no payment is received within 14 days of the suspension then we may terminate your agreement without further notice and the full residual value will become payable immediately.
- Any legal or administration costs incurred as a result of any actions taken to recover any monies outstanding will also be recovered from the account holder.
- Account holder agreements will be terminated without any notice in the event of the appointment of an administrative receiver being appointed, goes into liquidation, threatens to or ceases to trade.
- Upon termination of any agreement regardless of circumstances Gooch Group Ltd shall be entitled to enter your premises to remove any of Gooch Group Ltd or contractor's equipment.
- Upon termination of any agreement any monies due will be payable immediately.

#### **Services include:**

*Environmental Cleans*

*Window cleaning  
(Traditional or  
Reach & Wash)*

*Pressure Washing*

*Graffiti Removal*

*Builders' Cleans*

*Carpet Cleaning*

*Deep Kitchen Cleans*

*Forensic Cleans*

*Disaster Cleans*

*Fire & Flood Work*

*Warehouse Cleans*

*Car Park Sweeping*

*Cleaning Product Sales*

*Operator's certificate  
for Scissor Lift &  
Cherry Picker*

*Free Estimates*

*Insurance Work Undertaken*

*All staff fully trained  
and CRB checked*

Unit 40, Lansdown Industrial Estate, Gloucester Road, Cheltenham, Glos GL51 8PL  
Telephone: 01242 528 564 Fax 01242 520 040 sales@goochgroup.co.uk

Registered address: Festival House, Jessop Avenue, Cheltenham, Glos. GL50 3SH. Registered number: 5025879

## Health & Safety, Insurance & Liability

- Gooch Group Ltd will carry out a full Risk Assessment and method statement prior to work commencing, copies can be provided on request.
- All of the chemicals used by Gooch Group Ltd have a current COSHH sheet; copies can be provided on request.
- All Gooch Group Ltd staff have been DBS checked ( Disclosure & Barring Services )
- All our staff wear Gooch Group Ltd uniform with logos on, and are equipped with all the relevant PPE equipment required for each individual job, although on occasions we may employ agency staff. Agency staff may not have a Gooch Group Ltd uniform, but will be accompanied by a Gooch Group Ltd employee.
- Gooch Group Ltd have a Certificate of Employers Liability Insurance providing Public Liability up to £5,000,000 and Product Liability up to £5,000,000.
- Gooch Group Ltd's total liability for any loss you may suffer or incur shall not exceed the Insurance Limit, unless prior written agreement has occurred and additional payments received.
- Gooch Group Ltd will not be in breach of the agreement, or liable to you for any delay or non supply of any services due to any circumstances beyond our reasonable control.
- You, the customer are responsible for the Health & Safety of any Gooch Group Ltd employee, agents or sub contractors whilst on your premises.
- You, the customer will indemnify us against any costs, claims, losses, damages or expenses we may suffer or incur in connection to any loss, damage or physical injury occurred by our employees, agents or sub contractors due to the unsafe state of the premises belonging to or under the control of the customer.
- You, the customer will be responsible for any liability which is in whole or partly your fault, any payment by us will be proportionately reduced where you are partly at fault.
- You, the customer is responsible for making sure that the premises where the work is being carried out conforms to all Health & Safety regulations and other statutory obligations.
- Gooch Group Ltd staff will not be able to clean any damaged, cracked or broken glass or windows, which are, or appear to be unsafe, dangerous or would expose staff to unreasonable risk or injury.

## Services include:

*Environmental Cleans*

*Window cleaning  
(Traditional or  
Reach & Wash)*

*Pressure Washing*

*Graffiti Removal*

*Builders' Cleans*

*Carpet Cleaning*

*Deep Kitchen Cleans*

*Forensic Cleans*

*Disaster Cleans*

*Fire & Flood Work*

*Warehouse Cleans*

*Car Park Sweeping*

*Cleaning Product Sales*

*Operator's certificate  
for Scissor Lift &  
Cherry Picker*

*Free Estimates*

*Insurance Work Undertaken*

*All staff fully trained  
and CRB checked*

Unit 40, Lansdown Industrial Estate, Gloucester Road, Cheltenham, Glos GL51 8PL  
Telephone: 01242 528 564 Fax 01242 520 040 sales@goochgroup.co.uk

Registered address: Festival House, Jessop Avenue, Cheltenham, Glos. GL50 3SH. Registered number: 5025879



- Gooch Group Ltd staff are not responsible for clearing any surfaces or space in front of windows or areas that require cleaning. These areas should be cleared and any confidential papers and documents removed prior to work commencing.

#### Data Protection & Confidentiality

- Gooch Group Ltd agree to treat all information and documentation received from the customer as confidential and will not disclose or permit to be disclosed by any person, firm or Company.
- Information will only be disclosed to employees of Gooch Group Ltd involved in carrying out the work involved in the agreement unless stated otherwise.
- Gooch Group Ltd is not responsible should such information become public knowledge through no fault of the company.
- Gooch Group Ltd's obligations to confidentiality shall apply both during and after the termination of the agreement.
- Gooch Group Ltd may disclose any information we hold on your Company if requested by any Government department in response to a court order or when required to by law, to do with fraud protection or investigation. We do not provide information to any agencies or companies for marketing or commercial purposes.
- Any written compliments, comments or testimonies may be used on our website or literature to promote our business. If you do not want your comments published then please let us know at the time of sending.
- Before and after photographs may be used on our website and social networking sites, but will not identify any Company information where the work is carried out. If you don't want the photographs published then please let us know at the time of sending.
- On occasions Gooch Group Ltd may include a third party link on our website; these linked sites have their own separate and independent privacy policies that we encourage you to read before visiting.

#### Duration, Termination & Notification of Agreements

- The Agreement may be terminated by either party at any time by giving 60 days notice in writing.

#### **Services include:**

##### *Environmental Cleans*

*Window cleaning  
(Traditional or  
Reach & Wash)*

*Pressure Washing*

*Graffiti Removal*

*Builders' Cleans*

*Carpet Cleaning*

*Deep Kitchen Cleans*

*Forensic Cleans*

*Disaster Cleans*

*Fire & Flood Work*

*Warehouse Cleans*

*Car Park Sweeping*

*Cleaning Product Sales*

*Operator's certificate  
for Scissor Lift &  
Cherry Picker*

*Free Estimates*

*Insurance Work Undertaken*

*All staff fully trained  
and CRB checked*

Unit 40, Lansdown Industrial Estate, Gloucester Road, Cheltenham, Glos GL51 8PL

Telephone: 01242 528 564 Fax 01242 520 040 sales@goochgroup.co.uk

Registered address: Festival House, Jessop Avenue, Cheltenham, Glos. GL50 3SH. Registered number: 5025879

- The customer can vary the agreement at any time, reducing the frequency of any work carried out by giving 60 days notice in writing, if 60 days notice is not received then you will still be invoiced for the work not carried out, during the notification period.
- Any additional work or increased frequency of work carried out will commence by mutual consent within the capacity of Gooch Group Ltd, and the agreement adjusted as per mutual consent.

## Compliments, Comments, Testimonies and Complaints

- Gooch Group Ltd are a forward thinking Company and encourage any thoughts you have about the staff and services we provide, both good and bad, so that we can ensure that we are providing the best service possible to all our customers.
- Your comments are important to us and help us shape the business to provide the service that our customers want and need.
- Any written compliments, comments or testimonies may be used on our website or literature to promote our business. If you do not want your comments published then please let us know at the time of sending.
- Before and after photographs may be used on our website and social networking sites, but will not identify any Company information where the work is carried out. If you don't want the photographs published then please let us know at the time of sending.
- Any complaints about the service we have provided will be fully investigated and any findings will be notified to you in writing.

### **Services include:**

*Environmental Cleans*

*Window cleaning  
(Traditional or  
Reach & Wash)*

*Pressure Washing*

*Graffiti Removal*

*Builders' Cleans*

*Carpet Cleaning*

*Deep Kitchen Cleans*

*Forensic Cleans*

*Disaster Cleans*

*Fire & Flood Work*

*Warehouse Cleans*

*Car Park Sweeping*

*Cleaning Product Sales*

*Operator's certificate  
for Scissor Lift &  
Cherry Picker*

*Free Estimates*

*Insurance Work Undertaken*

*All staff fully trained  
and CRB checked*

Unit 40, Lansdown Industrial Estate, Gloucester Road, Cheltenham, Glos GL51 8PL  
Telephone: 01242 528 564 Fax 01242 520 040 sales@goochgroup.co.uk

Registered address: Festival House, Jessop Avenue, Cheltenham, Glos. GL50 3SH. Registered number: 5025879

