



# RED HOT CLEANING & MAIDS PLACEMENTS CC

P.O. Box 367  
Fourways North  
2086

Tel: 011 465 2874  
Fax: 086 514 8448  
Cell: 072 823 5272

info@redhotcleaning.co.za

## Terms & Conditions

- ❖ Registration fees, placement fees ,interview fees , and selection fees are once off and non refundable
- ❖ Placement fee for full time/live in helpers is 10% of the helper's annual salary and is payable upon commencement of the agreement.
- ❖ Services are offered on contracts as well as on a once off basis
- ❖ Unless prior arrangements have been made all services are to be paid for in advance, proof of payment is required prior to sending out the maid/teams. Should we seek the services of debt collectors on unpaid invoices the cost will be passed on to the client.Kindly note that we do not accept cheques.
- ❖ **Red Hot** helpers do work under client's instructions, except for team bookings client to provide cleaning material and all household equipment for use by the helper
- ❖ Client is responsible for full payment if **Red Hot** helper comes to client on the arranged date & access is not available(client must give 48hours notice if there wont be access to premises on the agreed day) to avoid late cancellation or lock out charges.
- ❖ Client can offer **Red Hot** helpers food at their own goodwill otherwise they carry with them food to sustain them during the day.
- ❖ For your convenience **Red Hot** is at your service Monday –Saturdays except on public holidays.
- ❖ To ensure that we offer you the best service in town a customer satisfaction & checklist sheet is available for client on request to feedback us after each visit by our helper
- ❖ If client is not happy with full time helper/cleaner placed **Red Hot** services undertakes to replace the helper within 14days of receiving a request in writing
- ❖ Whilst every step is made to ensure that the helper we offer you is honest, competent and does not have a history of theft or clumsiness, accidents do occur & **Red Hot** services does not accept liability for any loss or damage to clients' property.
- ❖ **Red Hot** Maids will not be held responsible for the quality of cleaning should there be contractors (tillers, carpenters, painters, plumbers etc) working on site the day **Red Hot** Maids are scheduled to clean.