

Terms and conditions

1. ACCEPTANCE OF TERMS

1a. Your access to and use of the Optima Property Management web site ("the web site") and any Services referred to in Clause 2, is subject exclusively to these Terms and Conditions. You will not use the Web site or services offered by the web site for any purpose that is unlawful or prohibited by these Terms and Conditions. By using the web site or services offered by the web site you are fully accepting the terms, conditions and disclaimers contained in this notice. If you do not accept these Terms and Conditions you must immediately stop using the web site/Services.

1b. We reserve the right to update or amend these Terms and Conditions at any time and your continued use of the Web site or services offered by the web site following any changes shall be deemed to be your acceptance of such change. It is therefore your responsibility to check the Terms and Conditions regularly for any changes

2. APPLICATIONS

All Bookings for Optima Property Management services are made on these Terms and Conditions only to the exclusion of any other terms and conditions, whether written or oral. No alteration to the Terms and Conditions is valid unless contained in a letter signed on behalf of the company by an authorised signatory.

3. Pricing & PAYMENT TERMS

3a. Price Changes/VAT

All prices are subject to change and are currently subject to VAT at 13.5% . Existing customers will be given 30 days notice of any price changes.

3b. Payment method

Payment for all cleaning services may be made by debit / credit card or by Direct Debit. Payment

where credit terms are agreed will only be accepted by Direct Debit.

3c. Payment timing

Payment must be made to Optima Property Management immediately on completion of the service. Optima Property Management reserve the right to charge your debit/credit card with the full cost of job should payment not be received within 24 hours of completion of the job.

3d. Cancellation of payment

Cancellation of payment for all cleaning services being made by debit / credit card or by Direct Debit must be made in writing, either by email or standard mail to the company's offices in Monkstown, Co. Dublin. Any such notification must be made and received by this company before any related cleaning service has started.

4. CANCELLATION /NON DELIVERY OF SERVICES

Any notice of cancellation after 5:00 pm is deemed to be received at 8:00am the following office working day. In particular notice given after 5:00 pm on a Friday will not be received till 8:00am the next office working day.

4a. Customer Cancellation/Non Attendance

For cancellations within 24hours, 100% fee will be charged. For cancellations between 24 hours and 48 hours notice, 50% will be charged. If Optima Property Management is unable to gain access to the property, as a result of customer failure to make reasonable arrangements for access, Optima Property Management will charge the full cancellation fee.

4b. Optima Property Management Cancellation/Non Attendance

Optima Property Management will not be liable for any delay to or cancellation of the services caused by circumstances beyond our control (including but not limited to fire, flood, strike, exceptional traffic circumstances, lack of adequate power or breakage or failure of machinery or apparatus). In such circumstances Optima Property Management will use its best endeavours to arrange an alternative time suitable to both parties for the performance of its services. Where Optima Property Management fails to carry out an agreed service due to circumstances within our control, our liability shall be limited to providing the agreed service at no additional charge at a mutually convenient alternative time and in no event shall Optima Property Management be liable for any other losses including loss of profit or consequential loss.

4c. Delay Due to Builders/Decorators Being on Site

Any delay due to builders or decorators being on site at the agreed time of a clean may result in additional time being required for the clean or the clean being postponed till a later date. Furthermore it may not be possible to provide the standard of service originally agreed due to no fault of Optima Property Management. Additional time will be charge at the same rate as agreed for the Full clean while a delay will result in a 50 % charge of the original in addition to the full charge for the completed clean.

5. WORKING CONDITIONS

5a. Health & Safety

In order to protect our employees, they are instructed not to enter an environment they consider to be unsafe, dangerous to health, or inoperable for any reason, but are instructed to withdraw from the premises and to report the problem. In this event the customer will be charged 100% of the cost of the service.

5b. Equal Opportunities

Optima Property Management is an Equal Opportunities Employer. We recruit our employees on the basis of their ability to do the job and aim to ensure that all employees are treated equally regardless of ethnic origin, religion, sex, age, marital status, nationality, sexual orientation or disability.

6. HOUSE CLEAN AFTER BUILDERS

Optima Property Management DO NOT clean paint spills, plaster, residue from stickers or cement deposits, nor do we remove silicon, stickers, plastic covers from windows, fittings or worktops. Neither do we remove builder's rubble or residue.

7. COMPLAINTS

In the event of you being dissatisfied with the service you have received from Optima Property Management, you should contact the Optima Property Management office within 24 hours. Optima Property Management will endeavour to ensure that all your concerns and complaints are resolved quickly and amicably.

It is the policy of Optima Property Management to send a Service Team to rectify the matter under complaint and that requires you to facilitate access for that team and their supervisor. Optima Property Management do not accept any responsibility if you have resolved the matter yourself.

8. USE OF CUSTOMER INFORMATION

The information you give will be held and used by Optima Property Management to perform the business for which we are registered. Full details of our Data Protection Policy are available in our Privacy Policy.

Optima Property Management

Unit 3, Tudor House
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