



NEW CLIENT HANDBOOK

www.buffers-cleaning.co.uk

info@buffers-cleaning.co.uk

02392 120 010

Title Page	1
Welcome	2
What You Can Expect from Us:	2
Our Promise:	3
Our Story	4
The Humble Beginnings:	4
Our Vision:	4
Our Mission:	5
Guided by Navy Values:	5
The 'Clean' Fleet:	5
Anchored in Integrity:	5
Sailing Toward Perfection:	6
Thank You for Being Part of Our Journey:	6
Welcome Coupon	6
Prices	7
Cleaning Checklist	8
Terms and Conditions	9
Referral Programme	11
Contact Details	11

Welcome

Dear Shipmate,

Welcome to Buffers Cleaning! We are thrilled to have you as a Shipmate, and we want to express our gratitude for choosing us to take care of your cleaning needs.

At Buffers Cleaning, we understand that a clean and tidy environment is essential for a happy and healthy life. We are dedicated to providing cleaning services that mirror the discipline, attention to detail, and relentless dedication seen in the Navy. Our mission is to leave no corner untouched, no surface uncleaned, and no client unsatisfied.

What You Can Expect from Us:

1. **Exceptional Service:** Our highly trained and dedicated cleaning professionals are here to ensure your space is spotless, every time.
2. **Flexibility:** We work around your schedule, offering convenient appointment options to fit your needs.
3. **Quality Assurance:** Your satisfaction is our priority. If you ever have any concerns, please don't hesitate to reach out, and we will make it right.
4. **Environmentally Friendly:** We can use eco-friendly cleaning products and practices to minimise our environmental impact.

Our Promise:

Your trust means the world to us. As a token of our appreciation, please find a Welcome Coupon enclosed with this letter. We hope you find it useful for your future cleaning needs.

Please take a moment to review the welcome pack we've included, which outlines our services, pricing, and important information. If you have any questions or need assistance, our friendly customer service team is just a phone call or email away.

Thank you once again for choosing Buffers Cleaning We look forward to a long-lasting partnership and ensuring your space remains pristine.

Warm regards,

Max Grosse
Director

Buffers Cleaning
02392 120 010
max@buffers-cleaning.co.uk

Our Story

The Humble Beginnings:

Max Grosse Director and Founder of Buffers Cleaning started the cleaning Business in 2018, as his retirement plan. He's been proudly serving as a Buffer in the Royal Navy for many years. Where the Company name comes from.

A Buffer is the nickname for a Chief Bosun Mate, who reports to the First Lieutenant and supervises Health and Safety and major Ship activities, such as; Berthing alongside, Anchoring, refuelling or stores transfers at sea, sea boat operations. Also, The Commanding Officer may occasionally call for advice.

Max started the cleaning company with help from friends and a small team of three. Having tackled challenges such as covid and with the determination to succeed. The company has now grown into a successful company.

Our Vision:

At Buffers Cleaning we envision a future where the cleanliness and orderliness of every space are as meticulously executed as a well-run naval vessel. Our commitment to excellence, precision, and unwavering teamwork propels us towards this vision.

Our Mission:

We are dedicated to providing cleaning services that mirror the discipline, attention to detail, and relentless dedication seen in the navy. Our mission is to leave no corner untouched, no surface uncleaned, and no client unsatisfied.

Guided by Navy Values:

Just as the navy values honour, courage, and commitment, we embody these principles in our work. We honour our clients' trust with impeccable service, have the courage to tackle even the toughest cleaning challenges, and remain committed to surpassing expectations with every sweep and scrub.

The 'Clean' Fleet:

Much like a fleet of naval vessels working in unison, our cleaning teams are a well-coordinated force. We march forward with pride, bringing the same level of unity, precision, and effectiveness to every cleaning task we undertake.

Anchored in Integrity:

In the spirit of naval tradition, we hold ourselves to the highest standards of integrity. Our clients can trust us not only to clean their spaces but also to do so with honesty, transparency, and a steadfast commitment to quality.

Sailing Toward Perfection:

As we sail toward our vision, we continuously raise the bar, striving for the flawless execution of our cleaning services. Just as a navy ship sails toward the horizon, we are on a never-ending journey toward perfection in cleanliness and customer satisfaction.

Thank You for Being Part of Our Journey:

We want to express our deep gratitude to each client who has entrusted us with their cleaning needs. Your trust fuels our determination to grow and serve you better every day. We are excited about what the future holds and look forward to many more years of partnership.

Welcome Coupon



£10 OFF
SINGLE OVEN CLEAN
with x2 Racks

VALID for 1 Month after your first clean!

Book in call: 02392 120 010
CODE: VIPOVEN(Your Postcode)

Terms and conditons avaiable on our website www.buffers-cleaning.co.uk

Prices

At Buffers Cleaning, we offer a range of packages to fit client requirements.

<p>SILVER PACKAGE</p> <p>Provide;</p> <ul style="list-style-type: none">CleanersCleaning ClothsCleaning ProductProfessional Equipment <p>5% OFF all future additional services</p>	<p>GOLD PACKAGE</p> <p>Provide;</p> <ul style="list-style-type: none">CleanersCleaning ClothsCleaning ProductsProfessional EquipmentCleaning LogSite Visit/ Audit <p>10% OFF all future additional services</p>	<p>BRONZE PACKAGE</p> <p>Provide;</p> <ul style="list-style-type: none">CleanersCleaning Cloths
<p>£19.00</p> <p>Per hour (minimum 2 Hours)</p>	<p>£25.00</p> <p>Per hour (minimum 2 Hours)</p>	<p>£17.00</p> <p>Per hour (minimum 2 Hours)</p>

Cleaning Checklist

The key feature of Buffers Cleaning services is that we clean with a game plan in mind. Here is our Home Cleaning Checklist to make your home Shipshape and Shiny. We all know a clean Home is a Happy Home!

<p>Priorities areas based on needs.</p> <p>General Clean up - Blue</p> <ul style="list-style-type: none"> <input type="checkbox"/> Declutter living spaces, putting away items in their proper places. <input type="checkbox"/> Dust surfaces in the common areas (shelves, tables, and electronics). <input type="checkbox"/> Empty rubbish bins in common areas. <p>Kitchen - Green</p> <ul style="list-style-type: none"> <input type="checkbox"/> Wipe down countertop and cabinets <input type="checkbox"/> Clean face of appliances: <ul style="list-style-type: none"> • Refrigerator, microwave, dishwasher <input type="checkbox"/> Wipe down stovetop. <input type="checkbox"/> Clean inside and around sink. <input type="checkbox"/> Sweep and mop floor. <p>Bathrooms - Red</p> <ul style="list-style-type: none"> <input type="checkbox"/> Clean and disinfect the toilet, bathtub, and shower. <input type="checkbox"/> Wipe down bathroom countertops and mirrors. <input type="checkbox"/> Sanitize bathroom fixtures. <input type="checkbox"/> Empty the rubbish bin. <input type="checkbox"/> Sweep and mop the bathroom floor. 	<p>Bedrooms - Blue</p> <ul style="list-style-type: none"> <input type="checkbox"/> Dust surfaces: <ul style="list-style-type: none"> • Dressers, nightstands, shelves, electronics etc. <input type="checkbox"/> Vacuum carpets or clean hardwood floors. <input type="checkbox"/> Make Bed. <p>Remaining Time</p> <ul style="list-style-type: none"> <input type="checkbox"/> Complete any unfinished tasks from the previous sections. <input type="checkbox"/> Address specific client requests or additional cleaning needs. <p>Final Touches</p> <ul style="list-style-type: none"> <input type="checkbox"/> Check for missed spots and touch up as needed. <input type="checkbox"/> Wipe down light switches and doorknobs. <input type="checkbox"/> Ensure all areas are left tidy and organised. <div style="border: 2px solid yellow; padding: 10px; text-align: center; margin-top: 20px;"> <p>SHIPMATES ONLY DEALS</p> </div>
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This schedule provides a condensed cleaning routine that covers the most important areas within the allocated time frame. We will adapt it to your specific preferences and any additional cleaning requirements you may have.

Terms and Conditions

Domestic Cleaning / One Off Cleaning Terms and Conditions

Buffers Residential Cleaning Ltd (T/A Buffers Cleaning)

Registered in England and Wales under company number 12032299

By accepting a quote and making a booking, whether over the phone, via email, or through the website's contact forms, the customer agrees to be bound by the following terms & conditions of Buffers Residential Cleaning Ltd (T/A Buffers Cleaning).

Here's the reworded and updated document tailored for the UK:

Cleaning Services Agreement

Buffers Residential Cleaning Ltd (T/A Buffers Cleaning)

Registered in England and Wales under company number 12032299

By accepting a quote and making a booking, whether over the phone, via email, or through the website's contact forms, the customer agrees to be bound by the following terms & conditions of Buffers Residential Cleaning Ltd (T/A Buffers Cleaning).

1. DEFINITIONS

1.1. In these Terms and Conditions, the following definitions apply:

- "The Company," "Us," "We"* – refers to Buffers Residential Cleaning Ltd (T/A Buffers Cleaning).
- "Cleaner" – denotes the individual providing cleaning services on behalf of the Company.
- "Customer" – designates the individual or corporate entity, including any subsidiary or associated company defined by the Companies Act 2006, to whom the cleaning services are supplied by the Company.
- "Services" – encompasses the cleaning services executed on behalf of the Company.
- "Cleaning Visit" – signifies the visit to the Customer's address by the Cleaner to perform the Service.

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

1.3. The headings included in these Terms are provided for convenience and do not affect their interpretation.

2. CONTRACT

2.1 These Terms and Conditions constitute a legally binding contract between Buffers Residential Cleaning Ltd (T/A Buffers Cleaning) and the Customer.

2.2 The Customer agrees that any utilization of the Company's services, including ordering cleaning services via telephone, live chat, email, or website forms, signifies the Customer's acceptance of these Terms and Conditions.

2.3 Unless expressly agreed in writing by a director of the Company, these Terms and Conditions shall take precedence over any other terms of business or purchase conditions presented by the Customer.

2.4 No modification or alteration of these Terms and Conditions shall be valid unless sanctioned in writing by a director of the Company.

3. COST

Bronze Package

- Includes Cleaners and Cleaning Cloths at £17 per hour, with a minimum booking of 2 hours.

Silver Package

- Provides Cleaners, Cleaning Cloths, Cleaning Products, and Professional Equipment at £19.00 per hour, with a minimum booking of 2 hours.

Gold Package

- Provides Cleaners, Cleaning Cloths, Cleaning Products, Professional Equipment, Cleaning Log, and Site Visit/Audit at £25.00 per hour, with a minimum booking of 2 hours.

4. VAT

- 4.1. The Company does not impose VAT charges.

5. EQUIPMENT

- 5.1. For the bronze package, the Customer is responsible for supplying cleaning materials and equipment (e.g., hoover, mop, bucket). All equipment must be safe, fully operational, and require no specialized skills for cleaning purposes.
 - 5.2. If the Customer possesses complex-to-operate equipment, they must furnish detailed instructions to the Cleaner.
- 5.3. If, during a bronze package booking, the Customer requests the Company or its operative to procure cleaning materials on their behalf, a service charge of £5.00 per hour will apply and be added to the hourly rate.
- 5.4. For the bronze package, if the Customer necessitates the use of the Company's equipment, a one-off charge of £15.00 will be appended to the cleaning service bill.
- 5.5. The Customer must provide a comprehensive list of cleaning requirements (cleaning tasks) to the cleaning operatives before the service commencement. Failure to do so absolves the Company of responsibility for tasks not performed.

6. PAYMENT

- 6.1 Payment is due prior to service commencement and can be made in cash, via bank transfer/standing order, or by card payment.
 - 6.2 Although tipping is appreciated as a gesture of gratitude, it is not obligatory.
- 6.3 Buffers Residential Cleaning Ltd (T/A Buffers Cleaning) will receive a payment of £4.00 per hour of cleaning service, and the remaining payment will be directly paid to the subcontractor by the Customer.
- 6.4 Buffers Residential Cleaning Ltd (T/A Buffers Cleaning) retains the right to charge interest on unpaid invoice amounts overdue by more than 14 days at a rate of 8% per annum above the Bank of England base rate, commencing from the due date until the actual payment date.
- 6.5 In the event that the Company is compelled to refer the Customer's account to a third-party collection agency, additional fees may be incurred by the Customer in addition to the outstanding balance.
- 6.6 The Company reserves the right to cancel any contract and impose additional fees for past services in order to rectify the balance to the standard rate if any misleading or false information was used to obtain a discounted service, or if the specified general requirements for service and professional performance were unfeasible.

7. REFUNDS

- 7.1. No refund claims will be entertained once the cleaning services have been carried out.
- 7.2. Refunds will be issued only if the Customer has cancelled a cleaning service within 48 hours prior to the start of the cleaning session, and payment has already been taken by the Company.
- 7.3. Refunds will be issued in case if a cleaning operative doesn't attend a cleaning service, payment for which has been already collected by the Company.

Referral Programme

14.1. Any Customer of the Company will receive a one-time credit of £10.00 for referring another Customer. Credit will be issued after new Customer has been serviced 3 times.

Contact Details

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02392 120 010

144 London Road,
Portsmouth,
Hampshire,
PO2 9DQ