



Domestic Helper Service Terms and Conditions

Scope of Work

- a. Cleaning tools and cleansers should be provided by customers; helpers can assist to buy related products but customers should provide shopping list. The time for shopping will take not less than 30 minutes and will be included in the service period.
- b. The duties include kitchen cleaning, gas hobs/refrigerator cleaning, clothes washing by washing machines, ironing, bedding, mopping, hovering, dust removal, window cleaning and bathroom cleaning.
- c. The duties mentioned above will be carried out as scheduled; at the same time, the duties not mentioned can be rejected.
- d. Cleaning of ceiling lights, ceilings and walls in living rooms and bedrooms is not included in the service.
- e. For complex/dangerous work, such as cleaning windows, appropriate tools should be provided by customers, inclusive of long-handled sticks and stable ladders. Helpers have the right to reject work when potential hazards are detected or known.
- f. For the windows not fitted with grille, helpers will only clean the indoor part but not the outdoor part. For the windows fitted with grille and the grille is locked or secured in a manner that prevents it from being opened, helpers will clean the outdoor part; while cleaning, no part of helpers' body should extend beyond the window ledge excepts the arms.
- g. To ensure their health, helpers will not squat down to clean the floor and wash the clothes by hand. Please prepare and provide washing machines and other related tools.

Plan details

- a. Basic Plan
 - i. Basic Plan A / B is a one-time cleaning service.
 - ii. After service confirmation, HK\$200 deposit should be paid before a specified date. No refunds are allowed.
- b. Package Plan
 - i. The validity of each set of package coupons lasts 12 months; the date of validity starts on the same date the service starts.
 - ii. All package coupons can be used after all payment is made.
 - iii. All package coupons are not eligible between 16th December and 3rd January, Chinese Lunar Calendar.
 - iv. No replacement for lost or out-of-date package coupons.
 - v. None package coupons can be transferred.
 - vi. All package coupons can be used as the registered address.
 - vii. All helpers will be designated by our company.
- c. Monthly Plan
 - i. 50% of the total payment should be paid as refundable deposit no later than the first day of the service. The refundable deposit will be returned once the monthly service is cancelled.
 - ii. The invoice will be issued once the service completes.

Service Notes

1. Please allow 3 working days for reserving services.
2. Please notify our company of cancellation 1 day prior to the service; otherwise, our company reserves the right to reject the cancellation.
3. If Basic Plan customers break the appointment or cancel the service on the service date, the HK\$200 deposit paid will be regarded as administration fee and will not be refunded.
4. If Package and Monthly Plan customers break the appointment or cancel the service on the service date, HK\$50 administration fees will be charged each time.
5. The overtime work may be rejected if there is 15 minutes or more delay caused by customers.
6. Over-time work is charged at HK\$105 per hour; more than 15 minutes but less than 1 hour is regarded as one hour of over-time work.

7. Upon announcement of Typhoon Signal No.8 or above or Black Rainstorm Warning Signal, all bookings will be cancelled. Customers should contact our company to rearrange bookings.
8. Customers cannot redeem the time lost due to customers' personal reasons.
9. Homeasy Services Limited reserves the rights to change, delete, revise or increase the terms and conditions of the services which will take effect after official announcement by Homeasy Services Limited or notice to customers.
10. This Service Notes are basic rules for the services offered by our company. It will be regarded as customers' consent once the services are accepted.

Customer Notice

1. Customers need to purchase labor insurance for helpers. If customers have already purchased domestic helper labor insurance, please send a copy of the policy to our company for confirmation.
2. Charges include the salary of helpers and the service fee of our company.
3. Charges include basic transportation fees; however, an additional round-trip fare is required for remote areas (e.g. non-MTR areas).
4. Special Charges for Mid-levels/Specific Remote Areas
 - i. 1-hour transportation time is counted in the service hours for this district. Customers need to pay an additional 1-hour service charge. (e.g. Customers need to pay 4-hour service charge for 3-hour service time, and so on.)
 - ii. If customers book a 4-hour service, HK\$105 additional fee will be charged and this fee should be paid together with the basic service charge.
 - iii. List of Buildings in Mid-levels/Specific Remote Areas: Please refer to our website.
5. Refurbishment is not included in the cleaning work.
6. Due to different conditions in each unit, helpers will complete the cleaning tasks upon customers' request. Thorough cleaning for whole unit is not guaranteed.

Payment Terms

1. Payment can be made in advanced and should be no later than the first date of the service (For Monthly Plan, payment should be made within 10 days after receiving the monthly invoice);
2. No refunds (including deposit) are allowed in all cases;
3. The service receipts will be given to customers by post, email, fax or Whatsapp.

Payment Methods

1. Cash (Customers need to pay supplementary fee HK\$20 if pay in cash for all payments.)
2. Cheques: Title: Homeasy Services Limited; please post your cheque(s) to
Unit 5A, 3/F, Sun Cheong Industrial Building, 1 Cheung Shun Street, Lai Chi Kok, Kln
3. Bank Transfer:
BOC A/C: 012-357-1-000669-1; HSBC A/C: 400-706131-838
(Please use ATM, E-Banking, Telephone Banking or Cheque Deposit Machines; Customers need to pay supplementary fee HK\$20 if using counter service.);
Account Name: Homeasy Services Limited
(Please send receipts to us at by email, fax: 2139-3693, or Whatsapp: 6203-4664)

Disclaimer

1. Homeasy Services Limited accepts damage reimbursement at maximum HK\$100 per service if any damage onto household materials is caused.
2. Homeasy Services Limited reserves the rights of the final decision if any disputes happen.
3. In case of discrepancy between Invoice and this Terms and Conditions, the content in Invoice shall prevail.
4. All Terms and Conditions in English are for reference only. Please refer to the Chinese version when there is discrepancy in between.

Privacy Policy: Customer privacy is highly respected and well-stored by Homeasy Services Limited All customer information are for internal use only unless prior consent from customers.