ORIMAE CUSTOMER TERMS & CONDITIONS

Version: 1.0
Effective from: 2 October 2026

1. About ORIMAE

These Terms & Conditions apply to services supplied by **ORIMAE Ltd**, a company registered in England and Wales under company number **17476309**, whose registered office is at **71–75 Shelton Street, Covent Garden, London, United Kingdom, WC2H 9JQ**.

In these Terms:

"ORIMAE", "we", "us" and "our" mean ORIMAE Ltd.

"Customer", "you" and "your" mean the person purchasing or arranging services from ORIMAE.

"Professional" means a cleaner, household-support professional or other independent service provider engaged by ORIMAE to carry out services for customers.

"Services" means the cleaning, household support, property support or other services agreed between you and ORIMAE.

You can contact us at:

Email: hello@orimae.com
Telephone: 07434 000 052
Website: www.orimae.com

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2. Our service

ORIMAE provides practical home-management and household-support services through carefully selected local professionals.

Depending on your area and requirements, services may include:

- regular domestic cleaning;
- one-off cleaning;
- deep cleaning;
- ironing and laundry support;
- household organisation;
- practical household assistance;
- property checks;

- key-holding or agreed property access;
- access for tradespeople;
- plant watering;
- airing rooms;
- seasonal household jobs;
- pre-arrival or post-departure household support;
- fridge cleaning;
- moving or tenancy-related household support; and
- other household services agreed with us.

Not every service is available in every area.

The precise service, frequency, duration and price will be agreed with you before work begins.

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3. The ORIMAE professionals working in your home

Trust is fundamental to ORIMAE.

Professionals working through ORIMAE are subject to our selection and onboarding process before being offered customer assignments.

Our process includes, as appropriate:

- identity verification;
- an application and suitability assessment;
- reference checks;
- confirmation of relevant experience;
- verification of appropriate insurance;
- confirmation of any qualifications required for specialist services; and
- additional checks appropriate and legally available for the work being undertaken.

Where a particular role is eligible for a criminal-record check, we may require an appropriate check as part of our onboarding process.

We do not describe every professional as DBS checked unless the appropriate level of DBS checking is legally available and has actually been completed.

Wherever reasonably possible, we aim to provide continuity so that you are supported by the same professional or small local team.

We cannot guarantee that the same person will always be available.

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4. Independent professionals

Professionals providing services through ORIMAE ordinarily operate as independent, self-employed service providers rather than employees of ORIMAE.

Your service agreement remains with ORIMAE, and ORIMAE remains your principal point of contact for:

- bookings;
- scheduling;
- changes;
- payments;
- complaints; and
- service concerns.

ORIMAE may use suitably experienced or qualified independent professionals or subcontractors to fulfil your booking.

Nothing in these Terms is intended to determine the employment or self-employment status of any professional, which depends upon the actual circumstances of their working arrangement.

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5. Quotes and bookings

A quotation may be based on information you provide by telephone, email, website form, photographs, video, home visit or another agreed method.

Please provide accurate information about:

- the size and condition of the property;
- the work required;
- accessibility;
- pets;
- parking;
- unusual or specialist surfaces;
- significant levels of clutter or soiling;
- hazards;
- access arrangements; and
- anything else likely to affect the service.

A quotation may need to be amended where the property or work is materially different from the information supplied.

A booking is confirmed when ORIMAE confirms the service, date or schedule and price to you.

6. Prices

Our current advertised prices are available on our website or through an individual quotation.

Prices may be:

- hourly;
- per visit;
- fixed-price;
- part of an agreed regular service plan; or
- individually quoted.

Minimum booking periods may apply.

Additional services or additional time requested by you may incur additional charges. These will be agreed wherever reasonably possible before they are incurred.

Where mileage, parking, tolls or other exceptional expenses apply to a particular service, we will tell you before booking wherever reasonably practicable.

All prices will make clear whether VAT is included where ORIMAE is required to charge VAT.

7. Payment

Unless otherwise agreed, payment is made to ORIMAE rather than directly to the professional attending your home.

Payment may be taken:

- when booking;
- following completion;
- by recurring payment for regular services; or
- according to another payment schedule agreed with you.

You authorise us to collect amounts properly due under your agreed service.

If payment fails, we may contact you to arrange an alternative payment method.

We may pause future services where an undisputed amount remains overdue after reasonable notice.

We will not apply disproportionate late-payment charges.

8. Booking and administration systems

ORIMAE uses digital systems to help administer and manage its services.

These may include third-party platforms such as CleanFlo, as well as payment, accounting, website, email and communications providers.

These systems may be used for purposes including:

- customer and property records;
- bookings;
- scheduling;
- professional allocation;
- service records;
- property notes;
- key and access management;
- invoicing;
- payment administration;
- customer communications;
- health and safety administration; and
- operational reporting.

The use of a third-party software platform does not change your contractual relationship with ORIMAE.

A confirmed booking does not cease to be valid solely because a software platform, customer portal, email service or other administrative system is temporarily unavailable.

Where reasonably possible, we will use alternative means of communication or administration if a significant system interruption affects a scheduled service.

Automated confirmations, reminders and notifications are provided for convenience and do not alter these Terms or separately agreed booking arrangements.

Further information about how third-party service providers process personal information is provided in our Privacy Policy.

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9. Regular services

Regular services may be weekly, fortnightly, monthly or at another agreed frequency.

We will aim to provide appointments consistently, but exact arrival times may occasionally vary because of travel, earlier appointments, illness, emergencies or circumstances outside our reasonable control.

If a significant change is necessary, we will try to tell you as soon as reasonably possible.

Where a regular service involves recurring payments, the frequency and amount of those payments will be made clear before you agree to the service.

Regular services continue until ended by you or ORIMAE in accordance with these Terms.

10. Your right to cancel a new contract

Where you enter into a consumer service contract with us online, by telephone or away from our business premises, you will normally have a statutory **14-day cancellation period**.

The cancellation period normally begins on the day after the contract is entered into.

You may cancel during this period without giving a reason.

You may cancel by contacting ORIMAE by email or telephone, or by using the model cancellation form at the end of these Terms.

If you expressly ask us to begin providing services before the end of the 14-day cancellation period, you may be required to pay a proportionate amount for services already supplied before you cancel.

If you ask us to begin providing a service during the cancellation period and that service is completely performed during that period, your statutory right to cancel that completed service may end where:

- you expressly requested that the service begin during the cancellation period; and
- you acknowledged that your cancellation right would be lost once the service had been fully performed.

Where applicable, we will obtain this request and acknowledgement before providing the service.

These rights arise under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

Nothing in these Terms affects your statutory consumer rights.

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11. Cancelling or changing an individual appointment

We understand that plans change.

If you need to cancel or rearrange a visit, please give us as much notice as possible.

Where at least **48 hours' notice** is provided, no cancellation charge will normally apply unless we have incurred a specific non-refundable cost which was disclosed to you.

Where less than 48 hours' notice is provided, we may charge a reasonable cancellation fee reflecting the genuine loss caused by the cancellation and our ability to reallocate the professional's time.

Any cancellation fee will not exceed the amount reasonably lost by ORIMAE as a result of the cancellation.

Where we are able to reallocate the professional's time and substantially avoid the loss, this will be taken into account when determining any charge.

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12. Ending a regular service

You may end a regular ORIMAE service by giving us **14 days' notice**.

We may agree a shorter notice period.

Any services already supplied and legitimate charges already incurred remain payable.

ORIMAE may end or suspend a regular service on reasonable notice.

We may end or suspend a service sooner where there is a serious reason, including:

- non-payment;
- abusive or threatening conduct;
- harassment;
- discriminatory conduct;
- unsafe working conditions;
- unlawful activity;
- repeated inability to gain access;
- serious breach of these Terms; or
- circumstances in which it would be unreasonable or unsafe to require a professional to continue attending.

Where we end a service and you are not at fault, we will refund any advance payment for services that will no longer be provided.

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13. If your usual professional is unavailable

Where your usual professional is unavailable because of illness, holiday, emergency or another reason, we may:

- offer another suitable ORIMAE professional;
- rearrange the appointment; or
- cancel the affected visit without charge.

We will keep you informed wherever reasonably possible.

We will not knowingly send an unvetted replacement into your home.

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14. Access to your home

You are responsible for providing safe and practical access at the agreed time.

Access may be provided by:

- you or another authorised person being present;
- a key;
- a key safe;
- concierge or reception arrangements;

- an agreed smart-lock or access code; or
- another agreed arrangement.

Please ensure access instructions are accurate and kept up to date.

If we cannot gain access and the professional has reasonably attended as arranged, a reasonable charge may apply to reflect the genuine time and cost lost.

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15. Keys, alarm codes and security information

We take property access seriously.

Where ORIMAE or a professional is entrusted with a:

- key;
- key-safe code;
- alarm code;
- smart-lock credential;
- access card;
- fob; or
- other security information,

it must only be used for the agreed service.

ORIMAE may use secure third-party systems, including CleanFlo, to manage keys and access information.

We will seek to minimise the identifying information attached to physical keys.

Access codes and other sensitive security information should be stored using appropriate access-control systems rather than ordinary service notes wherever reasonably practicable.

Access information must not be copied, disclosed or used for an unrelated purpose without authorisation.

Access to sensitive security information will be limited, so far as reasonably practicable, to people who require it for the agreed service.

Please tell us immediately if an access arrangement changes or becomes compromised.

At the end of the service, arrangements will be made for the return or secure disposal of access materials where applicable.

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16. Your responsibilities

You agree to:

- provide accurate instructions;
- provide safe and practical access;

- tell us about known hazards;
- disclose aggressive, anxious or potentially dangerous pets;
- tell us about fragile, valuable or specialist items requiring particular care;
- ensure utilities required for the service are working;
- provide suitable cleaning products and equipment where required;
- tell us about any circumstances that could materially affect the safe delivery of the service;
- not ask a professional to undertake dangerous, unlawful or materially different work without ORIMAE's agreement; and
- treat ORIMAE professionals respectfully.

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17. Cleaning products and equipment

Unless otherwise agreed in writing, **customers are responsible for providing the ordinary domestic cleaning products and equipment required for cleaning services**.

This will normally include, where relevant:

- a suitable vacuum cleaner;
- mop and bucket;
- cloths;
- standard household cleaning products; and
- any specialist products required for particular surfaces.

This approach reduces unnecessary transportation of chemicals and allows you to control the products used in your home.

Please ensure that products and equipment supplied for use are suitable, safe and in reasonable working condition.

If ORIMAE or a professional is to provide particular products or equipment, this will be agreed when the service is arranged.

Please tell us before work begins about allergies, sensitivities or surfaces requiring specialist products.

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18. Tasks we will not normally undertake

Unless specifically agreed and appropriately insured, ORIMAE professionals will not normally be expected to:

- work at unsafe height;
- move exceptionally heavy items;
- handle hazardous substances;
- remove biological or hazardous waste;

- clean significant quantities of blood, urine, faeces, vomit or other bodily fluids;
- perform specialist pest control;
- undertake electrical, plumbing or building work;
- provide regulated personal care;
- administer medication;
- provide childcare;
- provide security guarding;
- undertake tasks requiring qualifications they do not hold; or
- perform work that appears unsafe or unlawful.

A professional may reasonably decline a task that falls outside the agreed service or that they believe cannot be carried out safely.

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19. Property checks

An ORIMAE property check is a visual, practical household check.

It is **not** a professional survey, building inspection, security inspection or emergency-monitoring service.

Depending on what has been agreed, a property check may include:

- checking that the property appears secure;
- looking for obvious signs of leaks or damage;
- collecting post;
- opening or closing curtains;
- airing rooms;
- watering plants;
- checking agreed utilities or appliances visually;
- meeting tradespeople; or
- reporting obvious concerns.

A property check does not guarantee detection of hidden defects, leaks, electrical faults, security breaches, structural problems or other matters that are not reasonably visible during the agreed visit.

ORIMAE does not provide emergency monitoring or professional property-surveying services.

Where we identify something which appears to require urgent attention, we will use reasonable efforts to contact you or another agreed contact.

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20. Tradespeople and other third parties

Where agreed, ORIMAE may help to:

- provide access to a tradesperson;
- identify a local service provider;
- coordinate an appointment; or
- wait at the property while work is undertaken.

Unless we expressly agree otherwise in writing, the contract for specialist work is between you and the third-party tradesperson.

ORIMAE is not responsible for specialist work carried out independently by a third party merely because we introduced them, coordinated an appointment or provided access.

We will nevertheless take reasonable care when recommending or coordinating third parties.

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21. Service standards

Services provided under a consumer contract must be carried out with reasonable care and skill.

This is a statutory right under the Consumer Rights Act 2015 and cannot be excluded by these Terms.

We want you to tell us promptly if something has not gone as expected.

Where there is a genuine service issue, we will consider the circumstances and, where appropriate, may:

- arrange for work to be corrected;
- arrange a return visit;
- provide an appropriate price reduction;
- offer another reasonable remedy; or
- take another step required by law.

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22. Complaints about cleaning or household support

Please tell us about service-quality concerns as soon as reasonably possible, preferably within **48 hours** where the nature of the concern makes prompt inspection useful.

The 48-hour request is intended to help us investigate.

It does not remove or limit any statutory rights you may have merely because you contact us later.

Photographs or other information may help us understand what has gone wrong.

Where appropriate, please give us a reasonable opportunity to investigate and, where suitable, correct the problem.

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23. Damage and breakages

Please report suspected damage or breakage to ORIMAE as soon as reasonably possible.

We will investigate fairly and may ask for:

- photographs;
- proof of ownership or value where relevant;
- repair estimates; or
- other reasonable information.

Where ORIMAE or a professional is responsible for damage, the matter may be handled through the applicable insurance arrangements.

Fair wear and tear, inherent defects, pre-existing damage and deterioration unrelated to the service are not treated as damage caused by ORIMAE.

Nothing in this clause excludes or restricts liability which cannot lawfully be excluded.

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24. Valuable and fragile items

Please tell us in advance about items requiring specialist care.

Where practical, particularly valuable, irreplaceable or fragile items should be stored securely or clearly identified before a service takes place.

We may decline to clean, move or handle an item if there is a reasonable risk of damage or specialist knowledge is required.

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25. Pets

We are happy to work in homes with pets, but please tell us about them in advance.

You are responsible for ensuring that animals do not create a danger to the professional or prevent the service from being carried out safely.

Where necessary, we may ask that an animal is kept in another part of the property during a visit.

A professional may decline to enter or continue working where they reasonably believe an animal presents a risk.

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26. Health, safety and infectious illness

ORIMAE professionals are entitled to work in a reasonably safe environment.

Please tell us before an appointment if:

- anyone at the property has a known infectious or contagious illness which could materially affect the safety of the professional attending;
- there is a significant health or safety hazard at the property; or

- circumstances have changed since the service was arranged in a way that may affect safe delivery of the service.

ORIMAE may postpone or rearrange a service where reasonably necessary to protect professionals, customers or other people.

A professional may stop or decline work where they reasonably believe that continuing would create a significant health or safety risk.

Where possible, we will discuss the issue with you and seek a practical solution.

Services may be suspended until a significant safety issue has been resolved.

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27. Insurance

ORIMAE requires professionals to maintain appropriate insurance relevant to the services they undertake through ORIMAE.

The type and level of insurance may vary according to the service being provided.

ORIMAE also maintains business insurance appropriate to its own activities.

Insurance arrangements do not affect legal rights or liabilities which apply independently of that insurance.

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28. Working directly with an ORIMAE professional

A considerable part of ORIMAE's work involves:

- recruiting professionals;
- vetting and checking professionals;
- onboarding;
- introducing and matching professionals with customers;
- arranging and administering services; and
- providing ongoing coordination and support.

During an active ORIMAE service arrangement, and for **six months after it ends**, you must not knowingly engage directly for substantially similar household services a professional who was first introduced or allocated to you through ORIMAE without ORIMAE's prior written agreement.

If you wish to engage such a professional directly, ORIMAE may agree to release the professional from this restriction subject to an **introduction fee of up to £400**.

Any introduction fee will only be charged where reasonable and lawful in the circumstances and will reflect ORIMAE's legitimate recruitment, vetting, introduction, administration and business costs associated with the professional and the customer relationship.

The fee will not be applied as a penalty.

No introduction fee will apply where you can demonstrate that you had a genuine pre-existing working relationship with the professional before ORIMAE introduced or allocated them to you.

If you would like to make a different arrangement with an ORIMAE professional, please contact us before doing so.

Nothing in this section prevents a professional from independently choosing where or for whom they work, subject to any separate lawful agreement between that professional and ORIMAE.

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29. Liability

Nothing in these Terms excludes or restricts liability where doing so would be unlawful, including liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation; or
- consumer rights which cannot legally be excluded.

ORIMAE is responsible for loss or damage that is a reasonably foreseeable consequence of our breach of contract or failure to use reasonable care and skill.

We are not responsible for losses that were not reasonably foreseeable when the contract was made.

Where you purchase our services wholly or mainly for private domestic purposes, we are not responsible for business losses, loss of profit, loss of business, business interruption or loss of business opportunity.

Nothing in these Terms limits any rights or remedies you have under applicable consumer law.

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30. Events outside our reasonable control

We will not be responsible for delay or failure caused by an event genuinely outside our reasonable control, such as:

- severe weather;
- major transport disruption;
- serious illness or emergency;
- utility failure;
- civil emergency;
- government restriction; or
- another comparable event.

Where this occurs, we will try to minimise disruption and rearrange affected services where reasonably possible.

Where we cannot provide a service for which you have paid in advance, any appropriate refund or credit will be provided.

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31. Personal information and CleanFlo

We process personal information in accordance with our Privacy Policy, available on the ORIMAE website.

To provide and administer our services, ORIMAE may use third-party technology and service providers.

At the date of these Terms, this includes CleanFlo, which ORIMAE may use to help manage:

- customer and property details;
- bookings and schedules;
- professional assignments;
- service notes;
- key and access records;
- invoices;
- operational records; and
- communications relating to your service.

Some information about your home, access arrangements and service preferences may need to be made available to the professional carrying out your service.

We will only make information available where it is reasonably required to deliver, administer or protect the service.

Where keys, alarm codes, key-safe codes, smart-lock details or other security information are provided, we will take reasonable steps to ensure that access to this information is restricted to people who require it for the agreed service.

Sensitive access credentials should, wherever reasonably practicable, be stored in dedicated secure access-management systems rather than ordinary service notes.

ORIMAE remains responsible for determining why and how personal information is used in connection with our customer services, subject to the respective legal responsibilities of any third-party provider.

Our Privacy Policy explains further:

- the information we collect;
- why we use it;
- the service providers we use;
- how long information is retained;
- international or third-party processing where applicable; and
- your data-protection rights.

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32. Photographs

A professional may occasionally need to take photographs:

- to record pre-existing damage;

- to document a service issue;
- to obtain guidance from ORIMAE;
- to provide an agreed property-check report; or
- where you have requested photographs.

Any photographs should be limited to what is reasonably necessary for the relevant purpose.

Photographs must not be used for marketing, advertising or social media without separate permission from you.

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33. Marketing

We will only send electronic direct marketing where we have an appropriate lawful basis to do so.

You may unsubscribe from marketing communications at any time.

Operational communications relating to an enquiry, booking, payment or existing service are not marketing communications.

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34. Changes to prices

We may change our prices from time to time.

Any change to the price of an ongoing regular service will be communicated to you in advance.

We will provide reasonable notice before a new price takes effect.

If you do not wish to continue following a price change, you may end your regular service in accordance with section 12.

A price change will not retrospectively affect services already supplied at an agreed price.

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35. Changes to these Terms

We may update these Terms from time to time.

Changes will not retrospectively remove rights you have already acquired.

Where a material change affects an ongoing regular service, we will provide reasonable notice before the change takes effect.

Where a material change places a new significant obligation on you and you do not wish to accept it, you may end your regular service before the change takes effect.

The version applicable to your service will be the version provided or made available to you, subject to any subsequent changes properly notified to you.

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36. If part of these Terms is invalid

If a court or competent authority decides that any part of these Terms is invalid or unenforceable, the remaining provisions will continue to apply where legally possible.

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37. Law and jurisdiction

These Terms are governed by the law of England and Wales.

If you are a consumer resident elsewhere in the United Kingdom, you retain any mandatory rights available to you under the law applicable to you.

Nothing in these Terms is intended to deprive a consumer of mandatory rights relating to where legal proceedings may be brought.

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38. Contact and complaints

Please contact:

ORIMAE Ltd
Email: hello@orimae.com
Telephone: 07434 000 052
Website: www.orimae.com

We aim to acknowledge complaints promptly and deal with them fairly.

Our full Complaints Procedure is available on request.

MODEL CANCELLATION FORM

You may use this form if you wish to cancel a contract during any applicable statutory cancellation period.

You do not have to use this form and may instead contact ORIMAE directly.

To:
ORIMAE Ltd
Email: hello@orimae.com

I/We hereby give notice that I/We wish to cancel my/our contract for the following service:

Service: _____

Date service was ordered/agreed: _____

Customer name: _____

Service address: _____

Email address: _____

Telephone number: _____

Signature: _____
(only required if this form is provided on paper)

Date: _____