

TERMS OF SERVICE

SAKURA PETAL CLEANING L.L.C

License No: 1573462

Westburry Residence, Dubai, United Arab Emirates

Contact: +971 52 933 7224

Email: info@sakurapetalcleaning.com

Effective Date: 25.02.2026

Table of Contents

Introduction.....3

1. Company Information3

2. Definitions 4-5

3. Scope of Services 5-6

4. Service Scheduling7

5. Client Responsibilities8

6. Company Responsibilities9

7. Pricing and Payment Terms 9-11

8. Cancellation and Rescheduling Policy 12-13

9. Supplies and Equipment..... 14-17

10. Damage and Liability 17-20

11. Insurance Coverage 20-22

12. Health and Safety..... 23-26

13. Complaints and Service Guarantee..... 26-28

14. Termination of Agreement..... 29-31

15. Confidentiality and Privacy 32-34

16. Force Majeure 34-36

17. Governing Law and Jurisdiction..... 37-38

18. Amendments and Updates 38-39

19. Acceptance of Terms..... 40-41

Signatures41

Introduction

This Terms of Service document sets out the legal terms and conditions under which SAKURA PETAL CLEANING L.L.C provides cleaning and related services to its Clients in the United Arab Emirates. It defines the scope of services, booking and payment rules, Client and Company responsibilities, and other important legal protections. By booking or receiving services, the Client agrees to comply with these Terms.

1. Company Information

These Terms of Service ("Terms") constitute a legally binding agreement governing all cleaning and related services provided by:

SAKURA PETAL CLEANING L.L.C

License Number: 1573462

Registered Address: Westburry Residence, Dubai, United Arab Emirates

Phone: +971529337224

Email: info@sakurapetalcleaning.com

The Company operates as a licensed service provider within the United Arab Emirates and offers professional residential and commercial cleaning solutions.

By booking, scheduling, confirming, or receiving any service from the Company, the Client acknowledges that they have read, understood, and agreed to be bound by these Terms. These Terms apply to all service types unless otherwise agreed in writing.

2. Definitions

For the purpose of ensuring clarity, transparency, and proper legal interpretation, the following definitions shall apply throughout this Agreement:

- **“Company”**

Refers to SAKURA PETAL CLEANING L.L.C, a registered and licensed cleaning service provider operating in Dubai, UAE. The Company is responsible for assigning staff, providing equipment, delivering services, and ensuring professional standards.

- **“Client”**

Refers to any individual, tenant, homeowner, landlord, business entity, corporate office, or authorized representative who requests, books, schedules, or benefits from the Company’s services.

- **“Services”**

Refers to all cleaning-related work offered by the Company, including but not limited to house detailing, deep cleaning, office cleaning, move-in/move-out cleaning, furniture cleaning, AC touch-up cleaning, and any additional services agreed upon separately.

- **“Premises”**

Refers to the physical property or location where cleaning services are to be performed. This includes apartments, villas, offices, commercial buildings, residential compounds, or any other site identified by the Client.

- **“Booking”**

Refers to the confirmed appointment made by the Client through telephone, email, online platform, or other authorized method. A booking is considered valid only when accepted and scheduled by the Company.

- **“Agreement”**

Refers to the contractual relationship formed once the Client confirms a booking and the Company agrees to provide services under these Terms.

- **“Cleaning Team or Staff”**

Refers to Company employees, technicians, supervisors, or authorized personnel assigned to carry out the requested services professionally and responsibly.

- **“Service Fee”**

Refers to the amount payable by the Client for the requested service, calculated based on service type, property size, duration, scope, and any additional requirements.

3. Scope of Services

The Company provides professional cleaning services tailored to residential and commercial Client needs. Services include, but are not limited to, the following:

A-Z House Detailing

This premium service is designed to provide a complete top-to-bottom cleaning experience, ensuring that every part of the home is thoroughly refreshed.

- The Company will conduct full cleaning of bedrooms, living rooms, kitchens, bathrooms, hallways, and all commonly used areas.
- Detailed dusting will be performed on furniture, shelves, fixtures, and decorative surfaces to remove buildup and allergens.
- Floors will be vacuumed, mopped, and scrubbed where necessary to ensure hygiene and shine.
- Kitchens will be cleaned carefully, including countertops, sinks, and exterior surfaces of appliances.
- Bathrooms will be sanitized thoroughly, including toilets, sinks, bathtubs, and shower areas.
- AC touch-up cleaning will be included to improve indoor freshness and reduce dust circulation.
- Furniture cleaning will be performed as part of the detailing service to enhance comfort and cleanliness.

Move In/Out Cleaning

This deep cleaning service is intended for Clients moving into or out of a property and is designed to ensure that the premises meets inspection or move-in standards.

- The Company will deep clean all rooms, ensuring the space is ready for handover or immediate occupancy.
- Floors will be scrubbed and sanitized to remove stains, dust, and built-up dirt.
- Cabinets, wardrobes, and drawers will be cleaned internally and externally to eliminate residue.
- Appliances such as ovens and refrigerators may be cleaned inside where applicable and accessible.
- Interior windows will be washed to remove dust and improve clarity.
- Built-up grime and difficult-to-remove dirt from long-term occupancy will be addressed thoroughly.

- The Client may rely on this service to support smooth move-out inspections or a welcoming move-in environment.

Office Cleaning

This service is designed to maintain a clean, healthy, and professional workplace environment.

- Workstations, desks, tables, and office furniture will be dusted and wiped regularly.
- Frequently touched areas such as switches, door handles, phones, and shared equipment will be sanitized.
- Restrooms will be cleaned and disinfected to ensure hygiene for staff and visitors.
- Pantry and break-room areas will be cleaned, including sinks, counters, and surfaces.
- Waste bins will be emptied and waste will be removed responsibly.
- Floors will be vacuumed, mopped, or treated depending on office requirements.
- Customized cleaning schedules may be arranged to suit the Client's business operations.

Quick Cleaning

This service is suitable for Clients who require fast, routine upkeep of their home or premises.

- The Company will provide light cleaning focused on main living areas and essential spaces.
- Eco-friendly cleaning products will be used where possible to ensure safety for families and pets.
- Dusting and surface wiping will be performed to maintain cleanliness between deep cleans.
- Kitchens and bathrooms will receive touch-up cleaning to prevent buildup.
- Floors will be swept and mopped to ensure tidiness and comfort.
- This service is ideal for regular maintenance and busy households.

Furniture Cleaning

This specialized service focuses on restoring furniture hygiene, comfort, and appearance.

- Upholstery will be cleaned using gentle but effective methods appropriate for the fabric type.
- Dust, allergens, stains, and surface dirt will be removed professionally.
- Deep cleaning treatment may be applied to refresh the furniture's look and feel.
- Odor reduction methods may be used to improve freshness.
- Suitable for sofas, chairs, cushions, mattresses, and other furniture items.

Any service not explicitly listed above will require separate written confirmation and may involve additional fees.

4. Service Scheduling

The Company provides cleaning services strictly through advance booking and scheduled appointments. The Client agrees to the following scheduling conditions:

- **All cleaning services are offered strictly by appointment only.**

The Company operates based on planned scheduling to ensure proper staff allocation, equipment availability, and service efficiency. Walk-in or unscheduled service requests are not accepted unless explicitly agreed in advance.

- **Bookings may be placed through official communication channels.**

Clients may schedule services through phone calls, email communication, online booking systems, or other platforms authorized by the Company. A booking is considered valid only once confirmed by the Company.

- **Clients must ensure uninterrupted access to the premises at the scheduled time.**

The Client is responsible for ensuring that the cleaning team can enter the premises promptly at the agreed service time. This may require the Client to be present, provide keys, coordinate with reception or security staff, or arrange remote entry access.

- **Delays caused by the Client may affect service completion.**

If cleaners are unable to start on time due to restricted access, locked premises, or lack of entry instructions, the service duration may be reduced. The Client remains responsible for full payment even if service cannot be completed due to access delays.

- **The Company may reschedule services under exceptional circumstances.**

The Company reserves the right to adjust service times due to unforeseen factors such as traffic disruptions, staff illness, emergencies, or operational issues. In such cases, the Client will be informed as early as possible and an alternative schedule will be offered.

5. Client Responsibilities

To ensure safe, effective, and high-quality service delivery, the Client agrees to the following responsibilities:

- **The Client must provide safe and timely access to the premises.**

The Client must ensure that cleaners can enter the property without unnecessary delay and that any access instructions are provided in advance.

- **The Client must ensure that the environment is safe for cleaning staff.**

The Client must disclose any hazards such as exposed wiring, unsafe flooring, construction areas, sharp objects, or harmful substances that may pose risks during service.

- **The Client must secure valuables and sensitive belongings.**

The Company strongly advises Clients to store cash, jewelry, passports, important documents, and confidential items securely before cleaning begins. The Company shall not be liable for loss of unsecured valuables.

- **The Client must inform the Company about fragile or high-value items.**

If delicate furniture, antiques, artwork, glass fixtures, or special materials are present, the Client must notify the Company so that additional care can be taken.

- **The Client must disclose the presence of pets or animals.**

Clients must inform the Company if pets are in the premises and ensure that animals are secured or controlled during service to prevent injury or disruption.

- **The Client must report pest infestations or biohazards in advance.**

The Company must be notified if the premises contains pests, mold, excessive waste, or unsanitary conditions that require special treatment or refusal of service.

- **The Client must provide essential utilities required for cleaning.**

Cleaning services require access to water and electricity. The Company cannot be held responsible for incomplete service if utilities are unavailable.

- **The Client should assist with parking or building access requirements.**

If parking permits, visitor registration, or access cards are required, the Client should cooperate to ensure smooth service delivery.

6. Company Responsibilities

The Company is committed to professionalism and agrees to the following obligations:

- **The Company will provide trained and qualified cleaning personnel.**

Staff members are selected and trained to ensure they perform services efficiently, responsibly, and according to industry standards.

- **The Company will deliver services with reasonable care and diligence.**

The Company ensures that cleaning tasks are carried out thoroughly and with attention to detail, based on the service package selected.

- **The Company will use appropriate cleaning products and equipment.**

The Company provides professional tools and safe cleaning agents suitable for standard cleaning requirements unless special products are requested.

- **The Company will respect Client privacy and property.**

Staff are expected to behave respectfully within the Client's premises, avoid unnecessary intrusion, and maintain confidentiality.

- **The Company will maintain professional conduct at all times.**

The Company ensures that its staff adhere to ethical behavior, punctuality, cleanliness, and respectful interaction during service delivery.

7. Pricing and Payment Terms

The Client acknowledges and agrees to the following detailed pricing and payment conditions, which are designed to ensure transparency, fairness, and smooth service delivery between the Client and SAKURA PETAL CLEANING L.L.C ("the Company").

- **Service fees depend on the scope, size, and service requirements.**

The total cost of cleaning services is not fixed in all cases and may vary depending on several factors. Pricing is determined based on:

- The type of cleaning service selected (residential, commercial, deep cleaning, furniture cleaning, etc.).
- The overall size of the property, including the number of rooms, bathrooms, or office areas.
- The condition of the premises and the level of cleaning required (light cleaning versus intensive deep cleaning).

- The duration of service and the number of staff members needed to complete the job efficiently.
- Any additional requests or customized tasks outside the standard service package.

The Company reserves the right to adjust pricing where the scope of work changes from the original booking request.

- **All charges are quoted in UAE Dirhams (AED).**

All service prices, invoices, quotations, and payment transactions are issued strictly in United Arab Emirates Dirhams (AED).

If the Client requires billing in another currency, this must be agreed upon in writing, and currency conversion may be subject to applicable rates and fees.

- **Pricing placeholders are subject to completion by the Client.**

The Client understands that service rates may be updated, finalized, or confirmed at the time of booking. Current pricing placeholders are listed as follows:

- A-Z House Detailing: AED **299**
- Move In/Out Cleaning: AED **349**
- Office Cleaning: AED **199**
- Quick Cleaning: AED **199**
- Furniture Cleaning: AED **249**

Final pricing will depend on the property assessment, service requirements, and any additional services requested by the Client.

- **Advance payment may be required in certain cases.**

The Company may request partial or full advance payment under specific circumstances, including but not limited to:

- Large-scale or high-value cleaning projects.
- Move-in/move-out deep cleaning services requiring extended hours.
- Office cleaning contracts scheduled outside regular working hours.
- Same-day or urgent bookings.
- Clients with repeated cancellations or previous unpaid balances.
- Customized cleaning packages involving special materials or equipment.

Advance payments help the Company secure staffing, allocate resources, and confirm booking commitments.

- **Payment is due immediately upon completion of service.**

Unless otherwise agreed in writing, the Client must settle the full service fee immediately after the cleaning service has been completed.

Failure to make payment at the agreed time may be treated as a breach of these Terms.

- **Accepted payment methods are determined by the Company.**

The Company provides flexible payment options, including:

- Cash payment upon completion of service.
- Bank transfer to the Company's official account.
- Approved electronic or digital payment systems as communicated at booking.

The Company may update or restrict payment methods at its discretion.

- **Late payments and failure to pay may result in service suspension.**

If the Client fails to make payment on time, the Company reserves the right to:

- Suspend or cancel any future bookings until outstanding amounts are cleared.
- Request advance payment for all future services.
- Refuse further service delivery until payment obligations are met.
- Take appropriate legal or collection measures where necessary under UAE law.

- **Additional charges may apply for extra work beyond the agreed scope.**

If the Client requests services beyond the originally confirmed booking, such as additional rooms, specialized stain removal, or extended hours, the Company may apply extra charges.

Such charges will be communicated to the Client before proceeding wherever possible.

8. Cancellation and Rescheduling Policy

The Company maintains a structured and fair cancellation and rescheduling policy in order to manage staff scheduling, allocate resources efficiently, and ensure reliable service delivery to all Clients. By confirming a booking, the Client agrees to the following terms:

- **Clients may cancel bookings up to 12 hours before the scheduled service time.**

The Client is permitted to cancel a confirmed cleaning appointment provided that the cancellation request is made at least twelve (12) hours prior to the scheduled start time. This policy allows the Company sufficient time to reorganize staff schedules and offer the time slot to other Clients. Cancellations made within this timeframe will not incur any penalty or service charge.

- **Cancellations made within this window are free of charge.**

If the Client cancels within the permitted notice period, the Company will not apply any cancellation fee. The Client will not be obligated to make payment for the cancelled service, and any advance payment already made (if applicable) may be refunded or credited toward a future booking, subject to Company discretion and administrative processing.

- **Clients may reschedule bookings up to 3 Hours prior to service start.**

The Client may request to reschedule a confirmed booking, provided the request is submitted at least three (3) hours before the scheduled start time. Rescheduling is offered to provide flexibility for Clients while still allowing the Company time to coordinate staffing and service routes effectively.

- **Rescheduling requests must be communicated early enough for staffing adjustments.**

Clients must inform the Company through official communication channels (phone, email, or booking platform) as soon as possible when rescheduling is required. The Company will make reasonable efforts to accommodate the Client's preferred alternative date and time; however, rescheduling is subject to staff availability and operational scheduling constraints.

- **Late cancellations and no-shows may result in service fees.**

If the Client cancels with less than 12 hours' notice, or fails to appear or provide access at the scheduled service time, such cases are treated as late cancellations or no-shows. Since cleaning staff and resources are reserved specifically for the Client, late cancellations may result in financial loss and scheduling disruption for the Company.

- **If the Client cancels too late or is unavailable upon arrival, the Company may charge a cancellation fee.**

In the event that:

- The Client cancels at short notice,
- The Client is not present at the premises,
- Access to the property is not provided, or
- The cleaning team is unable to begin work due to Client-related issues,

The Company reserves the right to apply a cancellation or call-out fee to cover operational costs, staff travel time, and lost service opportunity.

The amount of such fee may vary depending on the service type and booking duration.

- **Repeated cancellations may require advance payment.**

Clients who repeatedly cancel appointments or reschedule excessively may be required to provide partial or full advance payment for future bookings. This measure ensures booking commitment and helps the Company avoid ongoing scheduling disruptions.

- **Clients with frequent cancellations may be required to prepay future services.**

If a Client demonstrates a pattern of frequent cancellations or no-shows, the Company may, at its discretion:

- Require advance payment before confirming any future appointment
- Restrict the Client's ability to book peak-time slots
- Decline further bookings if cancellations continue

Such steps are taken to protect the Company's operational efficiency and fairness to other Clients.

9. Supplies and Equipment

The Company provides all necessary cleaning supplies, materials, and equipment required to perform the agreed services efficiently and professionally. This section outlines the terms governing the use of cleaning resources during service delivery.

- **The Company supplies standard professional cleaning products.**

The Company ensures that all routine cleaning services are carried out using appropriate, high-quality, professional-grade cleaning products and tools.

These supplies are selected to achieve effective cleaning results while maintaining safety for household and commercial environments.

Standard products and equipment provided by the Company may include:

- General-purpose detergents and surface cleaners
- Disinfectants and sanitizing solutions for hygiene-sensitive areas
- Floor cleaning materials such as mops, buckets, and scrubbing tools
- Vacuum cleaners for carpets, rugs, and dust removal
- Microfiber cloths, dusters, and wiping materials
- Basic bathroom and kitchen cleaning agents

The Company's provision of these supplies ensures Clients do not need to purchase or prepare cleaning materials for standard services.

- **This includes detergents, disinfectants, vacuums, mops, and general cleaning tools.**

The Company arrives fully equipped with the essential tools needed for a complete cleaning service.

This includes both manual and mechanical equipment required to clean floors, furniture surfaces, bathrooms, kitchens, and general living or office spaces.

The Company uses professional equipment that supports:

- Efficient removal of dirt, dust, and allergens
- Sanitization of high-touch surfaces
- Deep cleaning where applicable
- Safe and hygienic cleaning procedures

The Company reserves the right to determine which tools and products are most appropriate for each service type.

- **Eco-friendly options may be used when suitable.**

Where possible, the Company may utilize eco-friendly and non-toxic cleaning products to reduce environmental impact and ensure safer indoor air quality.

Eco-friendly options are particularly suitable for:

- Homes with children or elderly residents
- Clients with respiratory sensitivities
- Pet-friendly households
- Regular maintenance cleaning services

The Company aims to balance environmental responsibility with cleaning effectiveness, and product selection may vary depending on the service requirements.

- **The Company prioritizes environmentally responsible and safe products where possible.**

The Company is committed to using cleaning materials that meet safety and regulatory standards in the UAE.

Whenever appropriate, the Company will choose products that:

- Are safe for indoor residential and commercial use
- Minimize harsh chemical exposure
- Support sustainable cleaning practices
- Maintain effective sanitization without unnecessary environmental harm

However, for certain deep-cleaning or heavy stain removal tasks, stronger chemicals may be required to achieve proper results.

- **Clients requesting special products must provide them.**

If the Client prefers specific cleaning products due to allergies, sensitivities, fragrance preferences, or personal brand choice, the Client must supply those products in advance of the scheduled service.

This includes, but is not limited to:

- Allergy-safe or hypoallergenic detergents
- Fragrance-free cleaning solutions
- Client-approved disinfectants
- Specialty surface cleaners for premium materials

The Company cannot guarantee the availability of specific brands unless provided directly by the Client.

- **If Clients prefer specific allergy-safe or branded products, they must supply these in advance.**

The Client is responsible for ensuring that any requested products are:

- Available at the premises at the time of service
- Clearly labeled and safe for use
- Appropriate for the surfaces being cleaned

The Company will use Client-provided products as instructed but shall not be liable for any damage or inefficiency resulting from unsuitable or ineffective products supplied by the Client.

- **Specialized treatments may incur additional charges.**

Certain cleaning tasks require advanced techniques, special chemicals, or additional equipment beyond standard service provisions.

In such cases, the Company may apply additional charges to cover:

- Extra labor and service time
- Specialized cleaning solutions
- Advanced equipment usage
- Material and treatment costs

The Company will communicate such additional costs to the Client wherever possible before proceeding.

- **Certain deep-clean chemicals, stain removers, or upholstery solutions may involve extra costs.**

Services such as heavy stain removal, deep upholstery cleaning, mattress sanitization, or intensive grease treatment may require specialized products not included in standard cleaning packages.

Examples include:

- Upholstery shampoo and extraction treatments
- High-strength degreasers for kitchens
- Mold or odor treatment solutions
- Specialized fabric protection chemicals

Such treatments may be charged separately depending on the service complexity and Client requirements.

10. Damage and Liability

The Company is committed to providing professional cleaning services with the highest level of care and attention. However, because cleaning activities involve working within Client premises and handling household or office environments, the following liability terms apply to ensure fairness and clarity for both parties.

- **The Company takes all reasonable care to prevent damage.**

The Company makes every reasonable effort to protect the Client's property while delivering cleaning services.

Cleaning staff are instructed to work carefully around furniture, appliances, fixtures, and personal belongings. The Company follows professional cleaning practices designed to minimize the risk of accidental damage during routine operations.

This includes:

- Using appropriate tools and cleaning techniques for different surfaces
- Avoiding excessive force or harsh chemicals where unnecessary
- Taking precautions when moving light items for cleaning purposes
- Maintaining professional conduct while working in the premises

- **Staff are trained to handle property and furniture carefully.**

All Company employees and cleaning technicians receive training in proper cleaning methods, safe equipment use, and respectful handling of Client property.

Staff are expected to:

- Treat Client belongings with care and professionalism
- Avoid unnecessary movement of fragile or valuable items
- Report any accidental issues immediately to management
- Follow Company standards for safe cleaning procedures

The Company aims to ensure that services are performed responsibly and with respect for the Client's environment

- **Damage claims must be reported within 24 hours.**

If the Client believes that damage has occurred during the service, the Client must report the issue within **twenty-four (24) hours** of service completion.

This reporting window is necessary to ensure:

- The incident can be properly investigated while details remain clear
- The cleaning staff involved can provide accurate information
- The Company can assess whether the damage is service-related

Claims reported after 24 hours may be difficult to verify and may not be accepted.

- **Clients must notify the Company promptly for fair investigation.**

The Client is responsible for notifying the Company as soon as possible through official contact channels such as phone or email.

When submitting a claim, Clients should provide:

- A clear description of the alleged damage
- Photographs where possible
- The location and item affected
- Any relevant supporting information

The Company will review all claims fairly and respond within a reasonable timeframe after investigation.

- **The Company is not responsible for pre-existing or worn items.**

The Company cannot accept liability for damage related to items that were already broken, weakened, worn, or defective prior to the cleaning service.

This includes:

- Furniture with loose joints or fragile structures
- Surfaces with existing cracks, peeling, or deterioration
- Appliances already malfunctioning or damaged
- Items weakened due to age, poor maintenance, or prior incidents

Clients are encouraged to inform the Company of any pre-existing damage before service begins.

- **Items already damaged or fragile due to age are excluded from liability.**

Certain items may be naturally delicate or unstable due to their age, condition, or material type.

The Company is not liable for breakage or deterioration that occurs as a result of normal cleaning contact with:

- Antique or aged furniture
- Delicate décor or ornaments
- Fragile glassware left unsecured
- Materials already in poor condition

Clients must take responsibility for securing or removing such fragile items prior to service.

- **The Company is not liable for unstable or improperly installed fixtures.**

The Company is not responsible for damage caused by fixtures, fittings, or installations that are loose, unstable, or improperly secured.

Examples include:

- Wall-mounted shelves not properly anchored
- Loose mirrors, frames, or hanging items
- Weak cabinet handles or unstable doors
- Poorly installed light fittings or bathroom accessories

Damage arising from such conditions is outside the Company's control and is therefore excluded from liability.

- **Damage resulting from loose fittings or weak installations is not covered.**

If an item becomes damaged due to structural weakness, defective installation, or pre-existing instability, the Company shall not be held responsible. The Client is responsible for ensuring fixtures and fittings are safe and secure prior to service.

- **Liability is limited to the value of the service provided.**

If the Company is found responsible for verified damage caused directly by its staff, any compensation offered shall not exceed the total service fee paid by the Client for that specific cleaning appointment, unless otherwise required under applicable law.

- **Compensation shall not exceed the service fee unless required under UAE law.**

The Company's maximum financial responsibility is limited to the value of the cleaning service performed.

Nothing in these Terms limits the Client's statutory rights under UAE consumer protection laws, where such laws impose mandatory obligations beyond contractual limitations.

11. Insurance Coverage

The Company is committed to operating responsibly and in compliance with applicable laws and professional standards in the United Arab Emirates. To support Client confidence and ensure proper protection during service delivery, the Company maintains appropriate insurance coverage under the following terms.

- **The Company maintains insurance coverage including public and employee protection policies.**

The Company carries insurance policies designed to provide financial protection against certain risks that may arise during the normal course of cleaning operations.

These insurance measures reflect the Company's commitment to professionalism, legal compliance, and responsible service delivery.

Insurance coverage is intended to safeguard both the Client and the Company in situations involving unexpected and eligible incidents.

- **Public liability insurance for operational risks.**

The Company maintains **public liability insurance**, which is designed to cover certain accidental incidents that may occur while cleaning services are being performed at the Client's premises.

Public liability insurance generally applies to operational risks such as:

- Accidental damage to Client property caused directly by Company staff
- Certain incidents involving third-party injury occurring during service
- Unexpected events arising from routine cleaning activities

This coverage supports accountability and provides Clients with assurance that the Company operates with appropriate risk management practices.

- **Coverage applies to eligible incidents during service.**

Public liability insurance coverage is applicable only when:

- The incident occurs during the scheduled service period
- The incident is directly related to Company activities
- The incident falls within the scope of insured events under the policy
- The incident is reported promptly in accordance with Company procedures

Not all incidents are automatically covered, and eligibility is determined through the insurance provider's assessment process.

- **Employee insurance as required under UAE law.**

The Company provides insurance protection for its employees as required by UAE labor and workplace regulations.

This includes coverage intended to protect staff members against:

- Workplace injuries
- Occupational health risks
- Accidents occurring while performing assigned duties
- Employer obligations under UAE employment law

The Company ensures that its workforce is covered under legally mandated workplace protection frameworks..

- **Staff are protected under workplace regulations.**

All cleaning personnel employed or authorized by the Company are covered under applicable workplace safety and labor compliance standards.

The Company takes reasonable steps to ensure:

- Staff operate under safe working conditions
- Workplace injury procedures are followed
- Employees are supported in accordance with UAE regulatory requirements

This protection reinforces the Company's commitment to responsible employment practices.

- **Insurance claims are subject to policy limitations.**

The Client acknowledges that insurance coverage is not unlimited. All claims are subject to the specific terms, conditions, limitations, and exclusions defined by the Company's insurance provider.

Insurance policies may include restrictions such as:

- Maximum claim limits
- Deductibles or excess amounts
- Exclusions for certain property types or circumstances
- Requirements for timely reporting and documentation

Therefore, the existence of insurance does not guarantee compensation in every situation.

- **Coverage depends on insurer terms and exclusions.**

Any compensation or claim outcome is determined solely in accordance with the insurer's official policy terms.

The Company is not responsible for:

- Claims rejected by the insurer
- Incidents falling outside policy coverage
- Damage arising from Client negligence or pre-existing conditions
- Events excluded under insurance clauses

Clients may request general confirmation of insurance coverage, but full policy documentation remains subject to insurer confidentiality and legal limitations.

12. Health and Safety

The Company is fully committed to maintaining the highest standards of health and safety for both its staff and Clients. Cleaning services involve physical activity, chemical usage, and working within Client premises, and therefore safety is a critical priority.

- **The Company prioritizes staff and Client safety.**

The Company operates with a strong commitment to ensuring that all cleaning services are performed in a safe, responsible, and professional manner.

Health and safety standards are implemented to protect:

- Cleaning staff while performing duties on-site
- Clients and occupants of the premises
- Property and household or workplace environments
- Compliance with UAE safety regulations and best practices

The Company reserves the right to enforce safety requirements at all times during service delivery.

- **Services may be refused if conditions are unsafe.**

The Company may refuse to begin or continue cleaning services if the premises is determined to be unsafe or unsuitable for staff to work in.

Unsafe conditions may include, but are not limited to:

- Severe structural hazards or unsafe flooring
- Uncontrolled pest infestations
- Excessive clutter preventing safe movement
- Exposure to sharp objects, broken glass, or hazardous waste
- Unsafe electrical or plumbing conditions

The Company's decision to refuse service in such cases is made to prevent harm or injury.

- **Cleaners may stop work if hazards are present.**

If hazards are discovered during the cleaning process, staff are authorized to immediately stop work until the issue is resolved.

This may occur if:

- Unexpected dangerous materials are found
- Unsafe behavior or threats arise
- The environment poses a risk to staff health
- Conditions prevent proper cleaning without danger

In such cases, the Company may suspend service and discuss appropriate next steps with the Client.

- **Clients must disclose hazardous substances.**

The Client is responsible for informing the Company in advance of any hazardous substances, materials, or dangerous conditions present at the premises.

This includes disclosure of:

- Toxic or corrosive chemicals
- Medical waste or biological contaminants
- Industrial substances or flammable materials
- Mold infestations or harmful fumes
- Unsafe cleaning agents stored improperly

Failure to disclose such risks may result in immediate service cancellation and potential liability for the Client.

- **Toxic chemicals or dangerous waste must be reported in advance.**

If the premises contains any toxic materials or dangerous waste, the Client must notify the Company prior to the scheduled booking.

The Company does not provide hazardous waste removal services unless separately agreed and properly regulated.

Cleaning staff are not permitted to handle dangerous waste without specialized training and protective measures.

- **Aggressive pets or abusive behavior will result in termination.**

The Company maintains a strict zero-tolerance policy toward any situation that threatens the safety or dignity of its staff.

Service may be immediately terminated if:

- Aggressive or uncontrolled pets are present
- Animals pose risk of injury to staff
- The Client or occupants engage in abusive, threatening, or inappropriate behavior
- Staff feel unsafe or harassed in any way

The Company reserves the right to leave the premises immediately under such circumstances, and full service charges may still apply.

- **Staff safety is non-negotiable.**

The Company considers employee safety an essential and non-negotiable priority.

No cleaning service will be performed if it compromises staff wellbeing. The Company has the right to enforce safety standards without exception, even if the Client requests continuation.

- **The Company may suspend service if health risks exist.**

If the premises presents health risks that could endanger staff or occupants, the Company may suspend or cancel the service until the risks are addressed.

Health risks may include:

- Biohazards
- Severe mold exposure
- Contaminated waste
- Unsafe air quality
- Extreme unsanitary conditions beyond normal cleaning scope

The Company may recommend specialized services where necessary.

- **Biohazards or unsafe premises may require cancellation.**

If the premises contains hazardous biological materials or conditions requiring specialized remediation, the Company may cancel the booking immediately.

In such cases:

- The Company is not obligated to continue service
- The Client may still be responsible for cancellation fees if hazards were undisclosed
- Service can only resume once the environment is safe and suitable for cleaning staff

13. Complaints and Service Guarantee

The Company is committed to delivering high-quality cleaning services and maintaining strong Client satisfaction. However, if a Client believes that the service provided did not meet expectations, the following complaints and service guarantee terms apply to ensure concerns are handled fairly, promptly, and professionally.

- **Client satisfaction is addressed as follows.**

The Company values its Clients and strives to provide reliable, thorough, and professional cleaning services at all times.

To support service quality and transparency, the Company has established a structured complaint-handling process. This process ensures that:

- Client concerns are acknowledged respectfully
- Issues are reviewed objectively
- Reasonable corrective actions are taken where appropriate
- Both Client and Company expectations are managed fairly

The Company encourages Clients to communicate feedback so that service standards may continue to improve.

- **Complaints must be raised within 24 hours.**

If the Client is dissatisfied with any aspect of the cleaning service, the Client must notify the Company within **twenty-four (24) hours** of service completion.

This timeframe is essential because:

- Cleaning results are best evaluated immediately after service
- Timely reporting allows accurate verification of the issue
- Delayed complaints may be affected by subsequent activity in the premises
- The Company can respond quickly and effectively

Complaints submitted after 24 hours may not be accepted, as it becomes difficult to determine whether the issue is related to the original service.

This allows timely resolution.

The purpose of the 24-hour reporting requirement is to ensure that concerns can be resolved efficiently and fairly.

Early communication allows the Company to:

- Investigate the complaint while details remain clear
- Review staff service records and scope of work
- Arrange prompt corrective action if necessary
- Maintain service quality and Client trust

The Company aims to respond to all valid complaints within a reasonable timeframe.

- **Re-cleaning may be offered where justified.**

If a complaint is determined to be valid and relates to an area that was reasonably expected to be cleaned under the agreed service scope, the Company may offer a re-cleaning visit.

Re-cleaning may be provided in situations such as:

- Missed cleaning of specific agreed areas
- Incomplete service due to staff oversight
- Quality concerns that can be reasonably corrected

Re-cleaning is intended as the primary service guarantee remedy rather than financial compensation.

The Company may return to correct missed areas.

Where appropriate, the Company may arrange for staff to return to the premises within a reasonable period to address the reported issue.

This corrective visit may include:

- Re-cleaning the affected section
- Performing touch-ups in areas missed
- Ensuring the service meets expected standards

The Company's obligation is limited to correcting the specific issue raised, and not to providing a full repeat service unless warranted.

- **Refunds are discretionary.**

The Client acknowledges that refunds are not automatic. Any refund request will be evaluated solely at the Company's discretion.

Refunds may be considered only in exceptional circumstances where:

- Re-cleaning is not possible or reasonable
- The Company confirms significant service failure
- The Client has complied fully with these Terms

The Company reserves the right to deny refund requests where the service was delivered appropriately within agreed scope.

Refund decisions depend on service circumstances.

Any decision regarding refunds will depend on factors including:

- The nature and severity of the complaint
- Whether the issue falls within the agreed service package
- Whether the Client provided proper access and safe conditions
- Whether corrective service was offered and accepted
- Whether the complaint was raised within the required timeframe

The Company's assessment will be final, subject to applicable UAE consumer protection laws.

14. Termination of Agreement

The Company maintains the right to terminate or suspend services under certain circumstances in order to protect its staff, ensure compliance with these Terms, and maintain professional service standards. This section outlines the conditions under which the service Agreement may be ended by either the Company or the Client.

The Company may terminate services if the Client breaches these Terms.

The Company reserves the right to immediately terminate or cancel services if the Client fails to comply with any obligation outlined in these Terms of Service.

A breach of Terms may include, but is not limited to:

- Failure to provide access to the premises at the scheduled time
- Misrepresentation of the condition or requirements of the premises
- Refusal to comply with safety instructions or service guidelines
- Requests for services outside the agreed scope without approval
- Any conduct that prevents staff from completing work professionally

Termination in such cases ensures that services are delivered only under fair and lawful conditions.

Violations may result in cancellation.

If the Client violates these Terms, the Company may cancel the ongoing service or refuse future bookings without further obligation.

Depending on the seriousness of the violation, the Company may:

- Stop work immediately during the appointment
- Apply cancellation or call-out charges
- Require advance payment for any future services
- Decline further service agreements entirely

Such actions are taken to protect Company operations and staff welfare.

The Company may terminate services if non-payment occurs.

Payment is an essential condition of the service Agreement. If the Client fails to make payment as agreed, the Company may suspend or terminate services.

Non-payment situations may include:

- Failure to pay immediately after service completion
- Outstanding unpaid invoices
- Repeated delays in settlement of service fees
- Refusal to pay agreed charges or additional approved costs

The Company is not obligated to continue providing services where payment obligations are unmet.

Services may be suspended until payment is cleared.

If the Client has an outstanding balance, the Company may take the following actions:

- Suspend any upcoming bookings until payment is received
- Refuse further service delivery until all dues are settled
- Require full advance payment for future appointments
- Initiate collection or legal procedures where necessary under UAE law

Service continuation is conditional upon full payment compliance.

The Company may terminate services if unsafe or abusive environments exist.

The Company has a strict responsibility to protect its staff from unsafe working conditions or inappropriate treatment.

The Company may terminate services immediately if:

- The premises contains undisclosed hazards or biohazards
- Staff are exposed to dangerous substances or unsafe structures
- Aggressive pets are present without proper control
- The Client or occupants behave abusively, threateningly, or inappropriately
- Harassment or misconduct occurs toward Company staff

The Company enforces a zero-tolerance policy toward unsafe or disrespectful environments.

Staff protection is prioritized.

The safety, dignity, and wellbeing of Company employees is non-negotiable.

The Company reserves the right to leave the premises immediately if staff feel unsafe or threatened. In such cases:

- The Client may still be responsible for full service charges
- No refunds will be provided where termination results from Client behavior or unsafe conditions
- Future bookings may be permanently refused

This policy ensures a professional and secure working environment for all employees.

Clients may terminate with proper notice.

Clients are also entitled to terminate or discontinue services at their discretion, provided they do so in accordance with the Company's cancellation and rescheduling policy.

Clients may terminate services by:

- Providing written or verbal notice through official channels
- Cancelling future bookings within the permitted notice period
- Settling any outstanding payments prior to termination

Termination by the Client must be communicated clearly to avoid scheduling conflicts.

Termination is subject to the cancellation policy.

Client termination requests remain subject to the Company's established cancellation terms, including:

- Free cancellation up to 12 hours prior to service
- Late cancellation fees where notice is insufficient
- No-show charges where staff arrive but cannot perform work
- Advance payment requirements for repeated cancellations

The Company reserves the right to enforce these policies fairly to cover operational costs.

15. Confidentiality and Privacy

The Company recognizes the importance of privacy and confidentiality when providing cleaning services within residential and commercial premises. Clients entrust the Company with access to personal and private environments, and therefore the Company is committed to maintaining strict confidentiality standards. The following terms govern privacy and data protection obligations.

The Company guarantees privacy.

The Company is committed to protecting the privacy of all Clients and ensuring that services are delivered with professionalism, respect, and confidentiality.

Cleaning services often involve staff working within private homes, offices, and sensitive environments. The Company therefore takes reasonable measures to ensure that Client information, property, and personal matters are treated with the highest level of discretion.

Client data is confidential.

All Client information shared with the Company is considered confidential. This includes, but is not limited to:

- Client name, contact details, and address
- Booking schedules and service history
- Payment information and invoicing details
- Any personal or business-related information disclosed during service arrangements

The Company will not sell, distribute, or misuse Client information under any circumstances.

Information is used only for service purposes.

The Company collects and uses Client data strictly for legitimate operational purposes, such as:

- Confirming bookings and scheduling appointments
- Communicating service updates or changes
- Issuing invoices and processing payments
- Delivering cleaning services effectively and accurately
- Maintaining internal service records for quality control

Client data will not be used for unrelated marketing or shared with third parties except where required by law or necessary for service execution.

Staff must maintain discretion.

All Company staff members are expected to uphold strict confidentiality while working on Client premises.

Employees are trained to behave respectfully and are required to ensure that:

- Personal belongings and private information are not disturbed unnecessarily
- Conversations, observations, or details about the Client’s premises remain confidential
- Professional boundaries are maintained at all times

The Company takes confidentiality breaches seriously and may take disciplinary action against staff who fail to comply.

Client premises details are not shared.

The Company and its employees shall not disclose any information about the Client’s property, lifestyle, business operations, or personal matters observed during service delivery.

This includes, but is not limited to:

- Property layout, security arrangements, or access details
- Client habits, schedules, or household activities
- Office operations, confidential documents, or business discussions
- Any sensitive or private matters encountered on-site

Such information remains strictly private and protected.

No photos or recordings without consent.

The Company maintains a strict policy prohibiting photography, video recording, or any form of documentation of the Client’s premises without prior authorization.

Staff are not permitted to:

- Take photographs of rooms, furniture, or personal items
- Record videos during service delivery
- Share any images or media related to Client property

This ensures complete privacy and trust.

Written permission is required.

If the Company requires photographs for purposes such as:

- Documenting service completion
- Recording damage claims
- Marketing (with Client approval)
- Before-and-after cleaning evidence

The Company must obtain explicit written consent from the Client in advance.

Without such written permission, no visual or audio recordings will be created or stored.

16. Force Majeure

The Company shall not be held responsible or liable for any failure, delay, disruption, or inability to provide cleaning services where such circumstances arise due to events beyond the reasonable control of the Company. This section defines the Force Majeure conditions under which service obligations may be suspended or rescheduled.

The Company is not liable for delays caused by events beyond its control.

The Company makes every effort to deliver cleaning services as scheduled. However, there may be exceptional circumstances where service delivery becomes impossible, unsafe, or significantly delayed due to unforeseen external events.

In such cases, the Company shall not be considered in breach of these Terms, and no compensation or liability shall arise from service interruption caused by Force Majeure events.

Natural disasters

The Company is not responsible for service delays or cancellations caused by natural disasters or extreme environmental events, including but not limited to:

- Earthquakes
- Flooding
- Fires caused by natural events
- Sandstorms or other severe environmental disruptions

Such events may prevent safe travel, access to premises, or continuation of cleaning operations.

Government restrictions

The Company shall not be liable for service disruption resulting from government-imposed actions, regulations, or restrictions, including:

- Lockdowns or movement restrictions
- Public health emergency measures
- Regulatory closures affecting businesses
- Legal restrictions preventing staff deployment

If government directives prevent service delivery, the Company may suspend services until restrictions are lifted.

Emergencies

Unexpected emergencies may arise that prevent the Company from performing services as scheduled. These may include:

- Medical emergencies involving staff
- Serious accidents affecting transportation or service access
- Emergency building evacuations
- Sudden safety incidents within the Client's premises

In such circumstances, the Company reserves the right to postpone or cancel service without liability.

Severe weather conditions

The Company is not liable for delays caused by severe or dangerous weather conditions, including:

- Heavy rainfall or flooding in access areas
- Storms or unsafe driving conditions
- Extreme heat warnings impacting staff safety
- Weather-related disruptions affecting service operations

Where weather conditions create safety risks, services may be postponed.

Utility interruptions

Cleaning services require basic utilities such as electricity and water. The Company is not responsible for service delays or incomplete work caused by:

- Power outages
- Water supply interruptions
- Building maintenance shutdowns
- Utility failures beyond Company control

If utilities are unavailable, cleaning may not be completed effectively, and rescheduling may be necessary.

Services will be rescheduled where possible.

In the event of a Force Majeure situation, the Company will make reasonable efforts to:

- Inform the Client promptly of the disruption
- Offer an alternative appointment date and time
- Reschedule the service without additional booking charges where appropriate

Rescheduling remains subject to staff availability and operational feasibility once normal conditions resume.

No liability for Force Majeure cancellations.

The Client acknowledges that Force Majeure events are unavoidable and outside the Company's control. Therefore:

- The Company shall not be liable for any inconvenience, loss, or damages arising from such delays
- No refunds or compensation will be required unless mandated under UAE law
- Both parties will cooperate in good faith to reschedule services

17. Governing Law and Jurisdiction

This section establishes the legal framework under which these Terms of Service are interpreted, enforced, and resolved. It ensures clarity regarding the applicable laws and the location where any disputes must be handled.

These Terms are governed by the laws of the United Arab Emirates.

These Terms of Service, together with any related agreements, bookings, or service arrangements between the Client and **SAKURA PETAL CLEANING L.L.C**, shall be governed by and interpreted in accordance with the laws and regulations of the **United Arab Emirates (UAE)**.

This means that:

- UAE laws will apply to the enforcement of all rights and obligations under these Terms
- Any matters relating to service delivery, payment, liability, or contractual interpretation will be handled under UAE legal principles
- Both the Company and the Client acknowledge that UAE legislation provides the governing legal authority for this Agreement

The Company operates as a licensed entity under UAE jurisdiction, and all services are provided within the UAE territory.

Disputes shall fall under the jurisdiction of the courts of Dubai, UAE.

In the event of any dispute, disagreement, claim, or legal proceeding arising out of or related to these Terms or the Services provided, such matters shall be subject exclusively to the jurisdiction of the competent courts of **Dubai, United Arab Emirates**.

This includes disputes relating to:

- Service performance or quality concerns
- Payment disagreements or outstanding balances
- Liability or damage claims
- Contractual interpretation of these Terms
- Any breach of obligations by either party

Both parties agree that Dubai courts shall be the appropriate legal venue for resolving such disputes.

Good faith dispute resolution before legal action.

Where possible, the Company encourages Clients to attempt resolution through direct communication before initiating formal legal proceedings. The Company may seek to resolve disputes through:

- Written complaints and internal review
- Negotiation and mutual settlement discussions
- Corrective service actions where appropriate

However, if resolution cannot be achieved amicably, the matter shall proceed under Dubai court jurisdiction.

Legal compliance and consumer rights.

Nothing in this section limits the Client's rights under applicable UAE consumer protection laws. These Terms shall always be applied in compliance with mandatory legal obligations within the UAE.

18. Amendments and Updates

The Company reserves the right to revise, modify, or update these Terms of Service as necessary to reflect changes in business operations, legal requirements, service offerings, or regulatory obligations. This section explains how such updates will be handled and how they apply to Clients.

The Company may update these Terms.

The Company may amend or update these Terms of Service at any time to ensure that they remain accurate, effective, and compliant with applicable laws and operational standards.

Updates may be required due to reasons including, but not limited to:

- Changes in UAE laws, regulations, or licensing requirements
- Expansion or modification of service offerings
- Adjustments in pricing structures, policies, or procedures
- Operational improvements and service quality enhancements
- Health and safety or insurance-related updates
- Client feedback and evolving industry practices

The Company retains full discretion to revise these Terms where appropriate.

Updated Terms will be communicated officially.

Whenever material changes are made to these Terms, the Company will make reasonable efforts to communicate the updated Terms through official channels. Such communication may occur via:

- Email notification to the Client
- Publication on the Company’s website or booking platform
- Written notice provided during service arrangements
- Updated documentation shared upon request

Clients are encouraged to review the most current version of the Terms regularly to remain informed of their rights and obligations.

Continued booking confirms acceptance.

By continuing to book, schedule, or receive services from the Company after updated Terms have been issued, the Client acknowledges and agrees that:

- They have accepted the revised Terms of Service
- The updated Terms will apply to all future bookings and service agreements
- Continued use of Company services constitutes ongoing consent to the latest Terms

If a Client does not agree with the amended Terms, the Client must discontinue services and notify the Company before confirming further bookings.

Applicability of amendments.

Any amendments or updates will apply prospectively, meaning:

- Updated Terms apply to bookings made after the effective update date
- Existing services already completed remain governed by the Terms in effect at the time of service

The Company ensures that amendments are implemented fairly and transparently.

19. Acceptance of Terms

This section confirms the binding nature of these Terms of Service and explains how the Client's agreement is established through the booking and use of the Company's services.

By booking services with SAKURA PETAL CLEANING L.L.C, the Client confirms full understanding and acceptance of these Terms of Service.

By requesting, scheduling, confirming, or receiving any cleaning service from SAKURA PETAL CLEANING L.L.C, the Client acknowledges that they have read, understood, and agreed to be legally bound by these Terms of Service.

This acceptance applies whether the booking is made through:

- Phone communication
- Email correspondence
- Online booking platforms
- In-person confirmation
- Any other authorized method of appointment scheduling

Once a booking is confirmed, these Terms form a binding Agreement between the Client and the Company.

Client acknowledgment of responsibilities and obligations.

By accepting these Terms, the Client confirms that they understand their responsibilities, including but not limited to:

- Providing accurate booking details and access to the premises
- Ensuring safe working conditions for cleaning staff
- Complying with payment obligations and service charges
- Following cancellation, rescheduling, and complaint procedures
- Respecting the Company's policies on liability, privacy, and safety

The Client agrees that failure to comply with these obligations may result in service suspension or termination.

Agreement applies to all current and future services.

The Client acknowledges that these Terms govern not only the current booking but also any future cleaning services arranged with the Company, unless otherwise agreed in writing.

Each confirmed appointment is subject to the latest version of these Terms.

No service can be provided without acceptance.

The Company provides services strictly on the basis that these Terms are accepted. If the Client does not agree with any part of these Terms, the Client must refrain from booking or using Company services.

Binding legal effect under UAE law.

The Client understands that this Agreement carries legal enforceability under the laws of the United Arab Emirates, and that both the Client and the Company are entitled to rely on these Terms in the event of any dispute or contractual issue.

Final Confirmation

By proceeding with a booking, the Client confirms that:

- They accept these Terms voluntarily
- They understand the scope, limitations, and policies outlined
- They agree to comply with all obligations described herein

Signatures

For SAKURA PETAL CLEANING L.L.C	For the Client
Name: <u>Kirill Krusian</u>	Name: _____
Title: <u>CEO</u>	Signature: _____
Signature: <u>KK</u>	Date: _____
Date: <u>22/02/2026</u>	
Company Stamp (if applicable):	