**GENERAL CLEANING/DEEP CLEANING**

**Terms and conditions**

**Note:** Please read these terms and conditions carefully. By accessing making a booking you agree to be bound by the terms and conditions below. These terms and conditions are subject to change without notice, from time to time in our sole discretion. We will notify you of amendments to these terms and conditions by emailing/posting a revised version. If you do not agree with these terms and conditions, please notify the customer services team and state you do not wish to proceed with the cleaning booking.

**Pricing**

[The Green Cleaning Services Ltd (GCSL)[ use national average room sizes when calculating the price over the telephone. [GCSL] reserves the right to amend the initial quotation, should the Client's original requirements change or upon inspection of the property by us.

**Access**

* The Client must provide electricity and running water at the premises where the service is conducted. Failure to provide these is subject to a £75 non-refundable fee.
* The Client is responsible for providing access to the property at the scheduled time. If keys are provided they must open and close all locks without any special efforts or skills. Failure to provide access to the property is subject to a £75 non-refundable fee.
* [GCSL] is NOT responsible for any alarms triggered during a cleaning service visit. The client MUST provide [GCSL] operatives with full instructions for disabling and/or resetting any alarm systems on the premises.
* The Client is requested to arrange a suitable parking space for our vehicles within close proximity of the property and to cover any parking/congestion expenses if applicable.
* Please provide access to the property in order for our window cleaning technician to dry the windows by hand.

**Payment**

In order for a client to make payment an Invoice will be raised and sent by the Accounts Department following the completion of cleaning. The Invoice will be sent to the Client’s preferred location for payment. Once an Invoice is raised the client must make payment using one of the methods stated below within 3 working days.

Payment Methods:

1. Bank transfer/deposit payment
2. Card payment - Using [The Green Cleaning Services Ltd]
3. Cheque payment
4. Standing Order
5. Bank Transfer/Deposit Payment
6. (a) Bank transfer/deposit payments are acceptable following the issuing of an invoice. All bank information required for a Bank Transfer Payment to be made will be included on the Invoice.

Please ensure the invoice number is included as the reference. The amount associated with the requested work must be paid into the specified bank account by the due date specified on the Invoice.

1. (b) If these payment terms are not met, [The Green Cleaning Services Ltd(GCSL)] will exercise the statutory right to claim interest and compensation for debt recovery costs under the Late Payment legislation if payment is not received according to our agreed payment terms.

I. 2. Bank transfer payments from regular corporate customers, agencies and any type of business registered entities is acceptable within a time frame of 30 days upon completion of the requested work. All bank information needed for the payment is contained on the Invoice issued by [GCSL] Accounts Department. [GCSL] will exercise the statutory right to claim interest and compensation for debt recovery costs under the Late Payment legislation if payment is not received according to our agreed payment terms.

II. 2.a. Services valuing £400.00 or above, payable with bank transfer and associated with corporate customers, agencies and any type of business registered entities, are to be secured with a deposit of 50% of the total service value, payable at least 2 days prior to the service start. All bank information needed for the payment is provided by company personnel by email, containing invoice and payment instructions. If these terms are not met, our company holds the right to cancel the service. Deposit amount can be arranged with card payment (for reference, point III. from our Payment terms and conditions).

II. 2.b. Our company holds a credit limit of £400.00 outstanding balance for services, associated with corporate customers, agencies and any type of business registered entities. No bookings for services will be accepted considering company liabilities have reached, or exceeded the aforementioned limit.

III. **Card payments**

III. 1. Payments can be made by card following the issuing of an invoice to clients. Upon completion of cleaning services an invoice will be raised and emailed to the client by [The Green Cleaning Services Ltd] Accounts Department. The emailed invoice will contain the link for card payments which clients must use to make payment by card.

III. 3. Card transactions are processed within 3 working days.

III. 4. In cases where card payment fails, the client is promptly informed by the company and an alternative method of payment will be sought. If no action is taken by the client in order to address the issue an overdue invoice will be issued and this will require immediate payment through an alternative payment method. If no payment is received within 14 days [The Green Cleaning Services Ltd] will exercise the statutory right to claim interest on the outstanding amount and compensation for debt recovery costs under the Late Payment legislation if payment is not received according to our agreed payment terms.

1. Payment can also be made with credit or debit card via Paypal.com or via PayPal here reader.

**IV. Cheque payments**

Cheque payments can be made following the issuing of an invoice by the Accounts Department. The invoice will contain the amount to be paid and the address to send a cheque payment to.

Cheques payments must be received within 5 days of the invoice being issued.

IV. 3. In cases where the conditions in point IV.1.and IV.2. of our Payment terms and conditions are not met, our company will exercise the statutory right to claim interest and compensation for debt

recovery costs under the Late Payment legislation if payment is not received according to our agreed payment terms. Upon the act of arranging a booking for any type of service, you confirm that you have read and agreed with the company Payment terms and conditions, as well as the general Terms and conditions.

**Cancellations**

* The Client can cancel or reschedule the scheduled service by giving us at least 24 hours’ notice. Failure to provide us with the needed notice will result with a £50 non-refundable fee for rescheduling and 25% of the amount quoted for cleaning services for cancellations.
* If [GCSL] do not receive the client’s monthly payment by the due date we reserve the right at our sole discretion to suspend the service and not restart it until payment is received.
* The Client can reschedule or cancel the appointment over the phone or by e-mail.
* We reserve the right to refuse any cleaning job if the condition of the property is hazardous to the health and well-being of our operatives.
* The cleaning company has the right to cancel or reschedule a service in cases where an accident or any unexpected circumstances have befallen the assigned cleaning team.
* On termination of the cleaning service the client agrees that he/she will not hire or use any domestic services provided by a past cleaner introduced by [ENTER NAME]. If the client does hire or use the domestic services of a cleaner then the client will be required to pay a referral fee of £250.
* We reserve the right to end this agreement at any time at our sole discretion and in that event we would then of course refund any un-used periods of advance payments you may have made. (domestic and commercial regular)

**Insurance**

* [GCSL] has full insurance up to £1,000,000.000 for Public Liability with a £250 excess on the policy. Please be aware that this is not a new for old policy. If any breakages occur under the value of £100 they will not be covered and on these occasions breakages can be reported directly to The Green Cleaning Services Ltd Cleaners for action. Claims can be covered by the Company and/or its operatives insurance, only if the damage/breakages are reported within 24hours of the cleaning service visit.
* The Company reserves any right to refuse disclosure of confidential company documents.
* No refund claims will be considered once the cleaning service has been carried out.
* All services shall be deemed to have been carried out to the Client's satisfaction unless written notice is received by the Company with details of the complaint within 24 hours of the work being completed. We will fully investigate any complaint and attempt to resolve it to the satisfaction of the Client, or alternatively to a reasonable standard.
* The Client agrees to allow the Company back to re-clean and inspect any disputed areas/items before arranging a third party to carry out services.
* The Client must be present at all times during the recovery clean.
* The Company reserves the right to only offer one recovery clean per service.
* While our operatives make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed.
* The Company may require entry to the location of the claim within 24 hours to correct the problem.
* In case of damage, proven to be caused by us, The Company will repair the item at its cost. If the item cannot be repaired the Company will rectify the problem by crediting the customer with the item's present actual cash value toward a like replacement. This liability applies only once the payment for the service has been received in full.

**Liability**

* The Company shall not be liable for any third parties or their actions who enter or are present at the Client's premises during the cleaning visit. The cleaners cannot be relied on to grant access to the property to any third parties.
* Items excluded from the cleaning company's liability include: cash, jewellery, art, antiques and items of sentimental value. Refund for items of sentimental/personal value will be made only at its current cash value.
* The Company requests all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and/or not cleaned by the cleaning operatives.
* We are not responsible for any existing damage to Clients property in the form of old stains/burns/spillages etc. which cannot be cleaned/removed completely by the cleaning operative using the industry standard cleaning methods.
* The Company shall not be liable for the shrinkage of carpets as a result of poor fitting.
* We will do our best to make sure your appliances are cleaned to a high standard. However, if they have not been cleaned since they were purchased regrettably we will not be liable for ingrained dirt that cannot be removed using chemicals.
* Freezers must be defrosted in advance. As the time-scales for defrosting will not enable us to thoroughly clean it.
* We cannot guarantee our End of Tenancy Cleaning service when furniture or people are still present in the property at the time of the cleaning.
* Carpet Cleaning booked along with End of Tenancy Cleaning is not part of the 48 hours guarantee that applies for End of Tenancy Cleaning.
* We shall not be responsible for any damage caused as a result of the Client placing furniture on a carpet which has not completely dried.
* The Company is not liable for any wear or discolouration of fabric that becomes more notable once dirt is removed.
* We are not liable for any damages caused by faulty products/equipment provided by the customer.
* For all services other than End of Tenancy Cleaning we shall not be liable for completing jobs that are not listed on the customer's task list.

**Terms & Conditions –**Domestic Cleaning Services

**1. DEFINITIONS**

1. “**GCSL**” means The Green Cleaning Services Limited (registered in England and Wales, Registration Number 119135544) trading as The Green Cleaning Services Ltd (GCSL).
2. “**Cleaner**” means the natural or legal person carrying out cleaning services on behalf of GCSL.
3. “**Client**” means the person, firm, or corporate body together with any subsidiary or associated company as defined by the Companies Act 2006 to whom the cleaning services are supplied by GCSL.
4. “**Service**” means the ordinary Service that GCSL and the Client contracted for. That can be regular domestic cleaning, a one-off deep cleaning, a one-off end of tenancy cleaning or after builders cleaning.
5. “**Notice**” means any written notice sent to and by GCSL whether by email, text message or post to notify of changes in the contract or to raise a complaint.

**2. GCSL AND THE CLIENT**

1. GCSL strives to match the requested needs of the Clients when introducing a Cleaner for day, time and type of work that is required.
2. GCSL will introduce within a one-week period a new Cleaner as a replacement if the originally introduced Cleaner is not available due to illness or any other reason. All efforts will be made to ensure an immediate replacement is arranged.
3. Should the Client not be satisfied with the service, GCSL will introduce a new Cleaner where a minimum one-week notice is served by the Client. GCSL commits to provide replacement as soon as possible after the notice is received and a mutual understanding of the required quality and time is achieved.
4. GCSL will liaise with both the Cleaner and the Client to ensure that quality of work is maintained and time preferences (including cancellations) coordinated; there is no limit to the number of times a Client can contact GCSL and ask for advice or assistance;
5. The Client agrees that the price they have been quoted does not include anything apart from cleaning labour as detailed before signing up for GCSL’s services. Should the Client require any further services a discussion with GCSL is necessary and if additional services or cleaning materials are agreed upon, a new quote will be provided.
6. Estimates of time for completing a job are based on average time it takes to clean a property of similar size to that of the Client’s, and flexibility in relation to time is required on the Client’s part. It must be noted that one-off cleans may take longer to complete due to longer intervals between cleaning sessions, number and type of cleaning tasks required, when compared to the regular maintenance cleaning of the same property.
7. GCSL does offer the following types of one-off cleaning services: deep clean, end of tenancy and after-builders clean. The conditions of conducting these services will depend on the selected type and payment and cancellation will take place according to the quote provided and the provisions of these Terms and Conditions as listed below.
8. Unless the Client explicitly withdraws permission in writing, our Cleaners and staff can take pictures or videos of the property as proof of performance. No person shall be on any of the photos or videos.
9. Minimum booking time for a regular service is 2-3 hours, for deep-cleaning session is 4 hours and for end-of-tenancy or after-builders cleaning is 5 hours.

**3. THE CLEANER AND THE CLIENT**

1. Each Cleaner carries out the requested work for the Client during the agreed day and time.
2. Each Cleaner is to be paid by the Client according to a mutual agreement between GCSL and The Cleaner will discontinue Service if payment is not made on time.
3. The contracted Client agrees to pay the full price of the cleaning visit, if:
   1. The Client cancels or changes the date or time less than 24 hours prior to the scheduled appointment.
   2. The Client fails to provide access to the Service premises preventing GCSL to carry out the booked work.
   3. There is a problem with the Client’s keys and the Cleaners cannot let themselves in. If keys are provided, they must open all locks without any special efforts or skills.
4. Cleaners may not empty rubbish bins unless requested to do so due to confidentiality and will not throw away any items left around, under, on top or besides the designated bins.
5. The Cleaners are not allowed to hand-wash any items of clothing belonging to the Client. GCSL advises that our Cleaners can only use a washing machine for such tasks.
6. The Cleaner will not lift any heavy furniture or work at height more than a regular domestic stepladder with no more than three steps.
7. All fragile and highly breakable items must be secured or removed.
8. For end-of-tenancy cleans the property must be cleared of personal belongings. Any pets must be taken away and shall not be present at the property after the completion of the service. No heavy items of rubbish must be left at the premises. For after-builders cleans, the works must be finished at least 24 hours before the commencement of the cleaning session and there shall not be any workers still conducting building and repairs.
9. Return of keys after cancellation and settlement of account will be done by either the Cleaner during the last cleaning session, recorded delivery (free of charge and after Clients’ authorisation) or guaranteed delivery (payable by the Client).
10. Abusive, harassing, or offensive behaviour is unacceptable, whether verbal, physical or visual. This includes any demeaning, insulting, embarrassing or intimidating behaviour directed at any cleaner or employee of Cleaning Express related to race, colour, gender, national origin, age, religious creed, physical or mental disability, marital status, pregnancy, sexual orientation, veteran status, citizenship or another characteristic protected by law. If any such behaviour or conduct is discovered, whether directly or indirectly by GCSL, the contract will be terminated with immediate effect and no refunds will be due.

**4. THE CLEANER AND GCSL**

1. Each Cleaner is self-employed and flexible with their assignments. As self-employed, the Cleaner is responsible to pay any applicable taxes and relevant social contributions.
2. GCSL registers each Cleaner before introducing the Cleaner to the Client.
3. All Cleaners are fully vetted and trained by GCSL. Prior to starting work each Cleaner provides relevant documents including but not limited to passport, legal status confirmation and proof of address.
4. GCSL acts as an intermediary and as such it does not employ the Cleaners.
5. GCSL provides operational and technical assistance to each Cleaner.
6. GCSL has an agreement with each Cleaner it introduces that the latter will discontinue Service for the Client if GCSL does not receive its fee.

**5. GCSL FEES, REFUNDS AND CANCELLATIONS**

1. GCSL receives its fee from the Client as a weekly, bi-weekly, or monthly payment.
2. Client can cancel the Service by giving GCSL one month’s notice in writing or one week in the first month of service. During the first month the agency fee is not refundable.
3. GCSL reserves the right to amend and increase prices and fees to reflect market conditions and cost of providing the service and appropriate notice will be served to the Client in due time.
4. GCSL reserves the right to cancel the contract if no cleaner can be allocated due to availability, wage paid by the Client, time of the day or day of the week. If no mutual consensus has been reached between GCSL and the Client or due to any other reason the service cannot be performed, GCSL reserves the right to terminate the contract with immediate effect. Any missed sessions preceding the termination date will be refunded to the Client.
5. Refund, if any is due, will be issued only if the Client has cancelled a cleaning visit within the allowed time (24 hours) prior to the start of the cleaning session and a payment has already been taken by GCSL.
6. Due to GCSL’s Guaranteed Satisfaction scheme, no refund claims will be entertained once the cleaning Service has been carried out. Cleaner’s wage must be paid by the Client regardless of their type of payment (either full payment or split payment), however a replacement will be arranged, and the job redone up to the Client’s requirements.
7. Regular Cleaning Services:
   1. For regular cleaning GCSL will provide a full proportionate agency fee refund for missed sessions if the cleaner could not attend the session due to any personal circumstances and the client did not agree to a replacement offered to them by GCSL. No refunds will be made to cover sessions during the notice period and no refund requests for the agency fees will be entertained during the first month of service.
   2. No refund will be made if missed sessions are due to the client being on a holiday or away for whatever personal reason, as GCSL strives to provide consistent and regular service, this can be maintained during the Client’s time away or after this period is finished. This is subject to explicit Client’s request.
   3. For customers making full payment to us (agency fee + cleaner’s wage via Direct Debit) any refunds for missed sessions will be issued upon Client’s explicit request.
   4. All refunds must be claimed within 3 month-period after the due date of the pre-arranged cleaning session.
   5. The client must pay late cancellation/lock-out fee for cancelling or rescheduling a visit with less than 24-hour notice for regular Clients. The fee constitutes the full price of the cleaning session. The same fee applies if the Cleaners are unable to gain access to the Client’s home, through no fault of GCSL or the Cleaner.
8. One-Off Cleaning Services:
9. Refunds for any one-off cleaning sessions will not be granted, however a free re-cleaning session will be arranged to satisfy the Client’s requirements in accordance with clause 5.8.5 below. The appropriate claims must be made within a 72-hour period after the completion of the service.
10. Satisfaction Guarantee for end-of-tenancy and after-builders cleaning sessions will not be applied if the client continues to live in the property after the session has been completed or any building work is being carried out after the completion of the Service and for a 72-hour period after that.
11. For deep cleans the Client may be given a satisfaction form at the end of the clean. By filling the form, the Client agrees that the clean has been performed up to their expectations and is of the required quality and no claims for any damages or dissatisfaction whatsoever will be entertained.
12. For one-off cleaning sessions refund will be issued if a Cleaner does not attend a cleaning visit, payment for which has been already collected by GCSL.
13. Should the Client have any complaints or comments as to the quality of the one-off cleaning service, GCSL strives to offer a re-clean session of the areas which need special attention and deliver an excellent service to the Client. However, a re-cleaning session is conducted on the expense of GCSL and shall never be more than 50% of the length of the original one-off cleaning.
14. There is a £50.00 late cancellation/lock-out fee for cancelling or rescheduling a visit within less than 24-hour notice for one-off Clients. The same fee applies if the Cleaners are unable to gain access to the Client’s home, through no fault of GCSL or the Cleaner.
15. Generally, GCSL’s Cleaners are not allowed to circumvent GCSL and work with the Client directly. However, under explicit mutual consent a Cleaner can be directly employed by the Client. Under such circumstances, the Client is liable for an employment referral fee of £750.00 per person should they directly employ, either legally or on a cash basis, anyone currently employed or subcontracted by GCSL, or anyone employed or subcontracted by GCSL within the 1 year period prior to such employment. The Client agrees to pay this fee whether he notifies GCSL of his action or GCSL discovers this employment independently at any time after it occurs. The Client further agrees to reimburse GCSL for any-and-all collection or legal expenses GCSL incurs in collecting this fee.
16. GCSL has a comprehensive insurance policy in place covering damage to Client’s property, theft, and Cleaners personal injury. GCSL’s public and product liability is £1m. All claims are subject to an excess of £500 payable by the Client. In case of an incident, Clients are advised to notify GCSL within 72 hours of incident so that GCSL can assist in resolving reported problems.
17. Any damage claims will be assessed and processed in accordance with Appendix I below.

**6. PAYMENTS**

1. GCSLs fee can be paid by weekly standing order/direct debit, monthly standing order/direct debit, other payments to be specified upon mutual agreement between the Client and GCSL.
2. Should payment not be received as per these Terms, no further cleaning services will be provided until the outstanding invoice has been settled.
3. If GCSL is forced to refer the Client’s account for collection to a third party, then extra costs may be added to the outstanding amount by the debt collecting company.

**7. LIMITATION OF LIABILITY**

1. Nothing excludes or limits GCSL’s liability for death or personal injury caused by our negligence, or for any matter which it would be illegal for GCSL to exclude or attempt to exclude its liability, or for fraud or fraudulent misrepresentation or due to a breach of the terms implied by Part II of the Supply of Goods and Services Act 1982.
2. Subject to this, our total liability howsoever arising in connection with these Terms, the provision of the cleaning services or the agreement between Client and GCSL shall be limited to £5,000,000 and GCSL shall not be liable for any losses or claims for compensation which do not arise as a direct result of the provision of the cleaning services by GCSL to the Client. Corrections on the above terms and conditions can be made with the mutual agreement of GCSL and the Client; these can be sent to GCSL via email or post.
3. GCSL shall not be liable under any circumstances for any loss, expense, damage, delay, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client arising from or in any way connected with a late arrival of GCSL Cleaners at the Service address. Cleaners endeavour to be right on time on any visit but sometimes due to transport-related and other problems which are beyond the GCSL’s control, Cleaner may arrive with a delay or the cleaning visit may be rescheduled.
4. GCSL shall not be liable under any circumstances for any loss, expense, damage, delay, costs or compensation, whether direct, indirect or consequential, which may be suffered or incurred by the Client arising from or in any way connected with:
   1. A cleaning job not complete due to the lack of suitable equipment, lack of hot water or electricity, or equipment not in full working order.
   2. Third party entering or present at the Client’s premises during the cleaning process.
   3. An existing damage to Client’s property in the form of old stains/burns/spillages etc. which cannot be cleaned/removed completely by the Cleaner using the Client’s cleaning equipment and materials.
   4. Any damages caused by faulty or not in full working order equipment or materials supplied by the Client.
   5. Any damages worth £500.00 or less.
5. GCSL shall not be liable under any circumstances for any loss, expense, damage, delay, costs or compensation, whether direct, indirect or consequential, which may be suffered or incurred by the Client arising from or in any way connected with GCSL carrying out services for the Client if the Client has an outstanding amount aged 30 days or more from the date the payment was due.

**8. GENERAL**

GCSL reserves the right to make any changes to any part of these Terms and Conditions without giving any prior notice. Whilst GCSL shall undertake reasonable endeavours to notify the Client, however the Client agrees to make themselves acquaintance with any updates or changes in the text of these Terms.

**9. THE LAW**

This agreement shall be subject to the Laws of England and Wales and the parties submit to the jurisdiction of the Courts of England and Wales.

**APPENDIX I**

**Damage Policy**

**1.Reporting damage**

1. In the event of damage, this must be reported to the Green Cleaning services Ltd (GCSL) within **72 hours** of the end of the pre-booked cleaning session. The Client must notify the administration team in writing via email.
2. Due to insurance considerations, the Client must provide all relevant information about the damage and photographs as evidence where applicable.
3. Damage cases can initially be reported via email or phone. All following information must be submitted via email for clarity, and to ensure a written record of the communication.
4. Within **48 hours** of the initial report, the Green Cleaning Services Ltd must be provided with the full information requested. Without this further information, the Green Cleaning Services Ltd may be limited in their ability to investigate and that may affect the form of compensation that can be offered.
5. The Green Cleaning Services Ltd shall not be liable for any damage due to faulty goods, ordinary ‘wear & tear’, or because of reasonable use of any cleaning equipment and products.

**2. Compensation for damage**

1. To verify the purchase of a replacement for a damaged item, a receipt or bank statement will need to be provided so the process of assessing compensation can be triggered.
2. When determining fair compensation, the Green Cleaning Services Ltd will consider any depreciation and any wear and tear into the offer of compensation.
3. The Green Cleaning Services Ltd may offer compensation in the form of credit, repair, replacement, or reimbursement. The form of compensation offered will be at the Green Cleaning Services Ltd discretion and will be determined by the results of our formal investigation.
4. Whilst every reasonable endeavour will be taken to compensate the Client for the damage suffered, it must be proved beyond doubt that the damage has indeed resulted from the Cleaner’s or any of the Green Cleaning Services Ltd sub-contractors or employees.
5. Mutual consent on the method of compensation shall be reached before any compensation is issued by the Green Cleaning Services Ltd. If no such consent is present, the Green Cleaning services Ltd reserves the right to refuse compensation.
6. Insurance excess (£500) is payable by the client as per Clause 5.10 of these Terms and Conditions.
7. If the Client has been given a Satisfaction Form and that form has been completed and submitted to the Green Cleaning Services Ltd, the service shall be deemed as performed up to standard and no damage claims will be entertained after the date of receipt of the Form.
8. The Green Cleaning Services Ltd shall not be liable for any damages as provided in Clause 7 “Limitation of Liability” of these Terms and Conditions.

**Waste Removal Services**

* All quotes for Waste Removal are estimated in the first instance based on the information provided by the client. The quote will be confirmed once the operative arrives on site and if the description differs to that originally provided the client will be contacted before the commencement of work, to confirm the revised details and cost.
* We have a minimum charge of £60.00 for Waste Removal.

**Special Offer Conditions**

* Promotional offers cannot be combined with other offers or discounts.
* Promotional offers do not apply for minimum charges.
* Promotional offers are subject to availability and usually apply for specific days, time slots and areas.
* Every promotion holds its own terms and conditions – for specific information please call us further.
* By providing your email address and phone number to our operators you agree to receive our promotional newsletters. You can freely unsubscribe from them anytime, by email return stating 'unsubscribe'.
* If any further questions arise you can call us anytime 24/7 and our friendly operators will inform you further on our special offers