

General terms and conditions of business

(Terms and Conditions)

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§ 1 Scope of application (1) These

General Terms and Conditions (hereinafter referred to as "GTC") apply to all contracts, services and offers between the cleaning company **Hellas Cleaning** (hereinafter referred to as "Service Provider") and the client (hereinafter referred to as "Customer").

(2) Any differing, conflicting or supplementary terms and conditions of the customer shall only become part of the contract if the service provider has expressly agreed to their validity in writing.

§ 2 Description of Services (1) The service provider

performs cleaning work in private households, holiday accommodations (e.g. Airbnb, villas) and commercial properties on the island of Rhodes, Greece.

(2) The exact scope of cleaning services (e.g. maintenance cleaning, deep cleaning, window cleaning, changeover cleaning for holiday guests) will be individually determined in the respective offer or contract.

(3) Unless otherwise agreed, the service provider shall provide the necessary cleaning materials and equipment.

§ 3 Conclusion of Contract (1) Offers

from the service provider are non-binding and subject to change.

(2) A contract is only concluded by written confirmation of the order by the service provider (email, messenger or in paper form) or by the actual commencement of the service.

§ 4 Prices and Payment Terms

(1) All prices quoted are in euros and include Greek VAT (ýýý) unless otherwise stated. For business customers, the prices quoted are net prices. (2) Invoicing takes place after the service has been rendered; for regular orders

(e.g., [various services]), [various other services] are billed separately.

B. monthly) by arrangement.

(3) The invoice amount is due within 2 days of the invoice date without deduction.

(4) In the event of late payment, the service provider is entitled to charge default interest at the statutory rate and to suspend further services until the outstanding amounts have been paid in full.

§ 5 Customer's duty to cooperate

- (1) The customer is obliged to grant the service provider's personnel free and safe access to the object to be cleaned at the agreed time (e.g. Key handover, code provision).
- (2) The customer shall provide the service provider with cold and hot water and electricity free of charge for the duration of the cleaning work.
- (3) Valuables, sensitive materials or special features of the inventory that require special handling must be communicated to the service provider before the work begins.

§ 6 Appointment cancellations and cancellations

- (1) Agreed cleaning appointments can be cancelled or rescheduled by the customer free of charge up to 36 hours before the scheduled appointment.
- (2) In the event of later cancellations or if the service provider's staff find themselves facing locked doors and are denied access, the service provider reserves the right to charge 50% of the agreed order amount as a cancellation fee.

§ 7 Acceptance and Complaints (1) The cleaning

services shall be deemed to have been properly performed and accepted if the customer does not immediately, but at the latest within 24 hours after completion of the work, complain in writing of any justified defects (e.g. by e-mail with photographic evidence).

- (2) In the case of justified complaints, the service provider has the right and the obligation to remedy the defect free of charge. A reduction in price is only permissible if the remedy fails or is refused by the service provider.

§ 8 Liability (1)

The service provider shall be liable for property damage and personal injury caused by him or his employees during the performance of the cleaning work, within the scope of his business liability insurance.

- (2) Liability is limited to intent and gross negligence. Liability for slight negligence exists only in the event of a breach of essential contractual obligations.
- (3) No liability is accepted for pre-existing damage to the inventory or building (e.g. scratches, cracks, stubborn stains).
- (4) Liability claims must be reported in writing without delay, but no later than 3 days after the damage occurred.

§ 9 Force Majeure

In cases of force majeure (e.g. natural disasters, strikes, extreme weather conditions, government orders) that make the provision of the service on Rhodes impossible or significantly delay it, the service provider is released from its obligation to perform for the duration of the disruption.

§ 10 Jurisdiction and applicable law

(1) All legal relations between the service provider and the customer shall be governed by the law of the Hellenic Republic (Greece).

(2) The exclusive place of jurisdiction for all disputes arising out of or in connection with this contract shall be the competent court in Rhodes, Greece, provided that the customer is a merchant, a legal entity under public law or has no general place of jurisdiction in Greece.

§ 11 Severability Clause

Should any provision of these Terms and Conditions be or become invalid or unenforceable, the validity of the remaining provisions shall not be affected. The invalid or unenforceable provision shall be replaced by a valid and enforceable provision that most closely approximates the intended economic purpose.