

**AGREEMENT**

This Service Facilitator Agreement is made as on date of purchase by and between the following parties for annual cleaning ...

**Teluscare Solutions** ([www.teluscare.com](http://www.teluscare.com)) a company incorporated and established under the laws of UAE based out at location of parent company in International City Dubai (hereinafter shall be referred to as "First Party")

and

Mr.....- EID.....

a Client (for services) Located in .....Address: .....Contact no. ....  
(Hereinafter shall be referred to as "Second Party").

**Article no. (1): Definitions**

1.1 The following terms shall bear the meanings fixed opposite to each of them, unless it is otherwise mentioned: and however first party and second party definition as above

"Contract": means this Contract made and signed between the two Parties stated herein above.

"Duration of the Contract" has the meaning given to that term in Article 5.

**Article no. (2): Appointment**

2.1 The Second Party hereby appoints the First Party as Facilitator for Services as Annexure 2 in the UAE Territory and the Second Party hereby duly accepts such appointment in accordance with the terms and conditions of this Contract.

**Article no. (3): Obligations of the Either Party**

3.1 In its capacity as Service Facilitator, the First Party shall:

- a. Provide the full information of services provider and its employees in accordance with the terms and conditions of this Contract; like contact, address details, invoice details and relevant information related to services providers
- b. First Party provides the portal to Second party for all services management in order to maintain the promised services

3.2 The Second Party shall:

- a. Will provide the all the information for services required and locations time to time
- b. Any Changes in regular services should be informed prior 24 to 48 hours.

- c. Ensure to provide the access and permission to service providers if required.
- d. Ensure all required information should be handover to first party time to time

**Article no. (4): Considerations of Payment and Invoices and Cancellation**

- 4.1 The First Party shall invoice as per Annexure 1 within a week from start of services of every month to second party
- 4.2 The Second Party will pay within 7 days of first billing cycle through online
- 4.3 If The second Party shall make payment of the invoices submitted by the first Party in accordance with this Contract after 7 working days of Invoice sent then reward will not be applicable.
- 4.4 30days notice required (for annual agreement) and 15days required for Monthly agreement to terminate/cancel the services if failed then AED 85 cancellation charges will be added along with balance pro rata billing to complete one month.

**Article no. (5): Duration of the Contract and scope of services and rate**

- 5.1 This Contract shall be valid for one (1) Gregorian year from the date hereof. It will be renewed automatically for other similar terms unless it is terminated as per Article 8 of this Contract.
- 5.2 1<sup>st</sup> Party as an SBP\* Strategic Business Partner/Planner\* will make sure to provide all the coordination and consultation on business projects.
- 5.3 Second party will have dashboard to manage the services, support and reviews time to time
- 5.4 Every rate published on the portal is a gross rate excluding VAT

**Article no. (6): Indemnity**

- 6.1 The Second Party shall indemnify the First Party and keep it free and harmless from and against any losses, theft, fire, costs or obligations arising from or in connection with the performance by the provider, pertaining to the services as Annexure 2 provided for client.

**Article no. (7): Scope of This Contract**

- 7.1 This Contract does not constitute a partnership, employment relationship or joint venture relationship between the Parties.
- 7.2 Cleaner/Technician/Maid will be Valid Visa Holder and having work Permit to work in UAE
- 7.3 for Agreement Customer we provide the replacement with 2 to 3 working days if not satisfactory with services and further details in Annexure 2.
- 7.4 Agreement Customer (services taking more than 2days in a week) will have same Maid/Cleaner

- 7.5 Agreement Customer/Second Party can take one day cancellation prior 24hours of scheduled time and one postpone or pre pone in a month (applicable for Monthly Customer and cancellation amount will be adjusted in next month billing) as per availability of system with same provider
- 7.6 Agreement Customer/Second Party can take any number of planned leave with 15days Prior Notice and 2 Urgency leave in year and if its paid in advance the amount will be adjusted in next billing (if customer has 2 leave then we can provide same maid/staff/cleaner but if frequent leave then maid can be changed as per availability)

**Article no. (8): Termination of the Contract**

- 8.1 Either Party may terminate this Contract at any time without cause by giving Thirty (30) days written notice of such termination to the other Party.
- 8.2 This Contract may be terminated with immediate effect:
  - a. By the non-breaching Party in the event of a material breach of this Contract by the other Party, provided that the non-breaching Party has served written notice to the breaching Party, and the breaching Party has failed to remedy such breach within Thirty (30) days of the date of such notice; or
  - b. By either Party in the event that the other Party becomes bankrupt, enters into liquidation, has its assets attached or enters into an arrangement with its creditors.

**Article no. (9): Governing Law and Jurisdiction**

- 9.1 This Contract shall be governed by and construed in accordance with the laws of the UAE, as applicable in all states of Emirates.
- 9.2 The Parties do hereby agree irrevocably that the courts of the Dubai shall be the exclusive courts of competence for determining any claim or dispute that may arise under this Contract.

**IN WITNESS WHEREOF**, the duly authorized representatives of the Parties have signed on the date first written above.

**First Party**

**Second Party**

\_\_\_\_\_  
 Name:  
 Designation:  
 Company Stamp

\_\_\_\_\_  
 Name:  
 Designation:  
 Company Stamp

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**Annexure 1:** Rate and service details as agreed on proposal

**Days:** ..... days a week .....- .....Hours Each Visit

**Time:** B/W 9 AM to 7PM \*Schedule as per Mutual Acceptance

**Monthly Rate: Pre Paid -** .....

**Per Hour- -**

**Discount/Reward - 5% Reward if on Online Payment in advance of every month billing**

**Agreement Start Date:** .....

**Note:** Once agreement started and billing online then reward will be started credited every month – 5% to 10% as per agreement terms

**Annexure 2:** Services Means Authorized for kind of commercial and non-commercial activity as ...  
Pest Control, Cleaning, Painting, Maintenance, Maid Services, Security Services, Handyman Services, Insurance and all other Technical Services.

With reference to your Consent regarding the above subject, we are pleased to enclose herewith our terms and conditions for the monthly cleaning as agreed on.

- 1- It will Include all General Cleaning of inside premises (excluding material).
- 2- Material Will Be provided by Client (Material will be additional if required)
- 3- Time and schedule can be changed as per Availability with prior notice of 24 to 48 hours
- 4- Any complain, or suggestion should be reported on email [support@teluscare.com](mailto:support@teluscare.com) along with call on 04 4243833 to RM (Relationship Manager)
- 5- Client can change the Cleaner/Maid/Technician and Provider if not satisfied with Cleaning services and Teluscare will provide the same rate and terms as agreed

Generally the scope of work for General Cleaning services shall include the following:

- A. Entrance Area, Rooms Area, In side Villa/Flat Premises
  - Clean the Living Room and Bed Room
  - Clean the Bath room and kitchen
  - Remove the garbage & replace the bag in the bins
  - Dry mop the floor
  - Vacuum
- B. Kitchen and Bathroom Room
  - Cart the garbage trolley to the nearest dustbin
  - Wash the floor
  - Clean the floor
  - Clean the wall tiles
  - Wash the trolley and all general cleaning of kitchen and bathroom
- C iron cloths and cooking and baby sitting (optional unless opted with add on rate)

Authorized Signatory Name(Provider):

Signature:

Company Stamp: