Referral Scheme Terms & Conditions

Eligibility

- The referral scheme is open to existing ServiceMaster Clean Contract Services customers with an active customer account.
- The referred business must be a **new customer** that has not previously purchased services from the participating ServiceMaster Clean Contract Services business.
- The referral must be made **before the referred business makes an enquiry or enters into discussions with us**.
- Customers cannot refer themselves, another business they own/control, or another site already covered under their existing agreement.
- Employees and immediate family members of employees are excluded.

2. Qualifying referral

A referral qualifies when:

1. The existing customer provides the referred business's details through the approved referral process.
2. The referred business confirms that they are happy to be contacted, where applicable.
3. The referred business accepts a quotation and enters a new cleaning contract with us.
4. The new customer's first invoice is issued and paid in accordance with the agreed payment terms.

3. Existing customer reward: 25% of the quoted value as credit off next month's billing.

- The referrer/ existing customer will receive **credit worth 25% of the quoted first monthly billing of the newly referred customer.**
- The discount applies to the next billing invoice for the qualifying contracted cleaning service only.
- The discount cannot be applied retrospectively.
- The offer cannot be used alongside another introductory offer or discount.
- The discount has no cash alternative and cannot be transferred.
- Any additional services outside the agreed contract are excluded.
- 25% of the quoted monthly invoice- up to a maximum value of £1500.

4. Newly referred customer reward

Once a successful referral has qualified, the referee customer can choose one of:

- One complimentary window, gutter clean, or
- One complimentary gutter clean; or skyvac clean
- The complimentary service is subject to a maximum value of £300 and/or maximum area of [200] sqm² and will be agreed following a site assessment.

Reward redemption

- The reward becomes available once the referred customer's qualifying first invoice has been paid in full.
- The complimentary service must be booked within **6 months** of the reward being issued.
- Services are subject to availability and will be arranged at a mutually convenient date.
- The reward cannot be exchanged for cash, credit or a reduction against regular contracted cleaning charges.
- Rewards are non-transferable unless agreed by us in writing.
- Any work required beyond the complimentary service allowance will be quoted separately before work begins.

Multiple Referrals

There is no limit to the number of businesses an existing customer may refer. A separate reward may be earned for each successful qualifying referral.

Only one referrer can receive a reward for each new customer. Where the same business is referred by more than one customer, the first valid referral received will qualify.

Existing opportunities

A referral will not qualify where the referred business is already an active prospect, has already contacted us, has an active quotation or proposal, or is already recorded as an existing sales opportunity prior to the referral.

Abuse of the scheme

We reserve the right to withhold or withdraw a referral reward if we reasonably believe that a referral is fraudulent, misleading, duplicated, made in bad faith or otherwise breaches these terms.

Availability and changes

We reserve the right to amend, suspend or withdraw the referral scheme where reasonably necessary. Any qualifying referrals received before the date of withdrawal will continue to be honoured in accordance with these terms.

Data protection

Any personal information provided in connection with the referral scheme will be processed in accordance with our Privacy Policy and applicable UK data protection legislation.