londonist
HOSPITALITY

Client Information

Bill To:	Takako Iida
Billing Contact Name:	Takako Iida
Billing Email Address:	info@kiyoraspa.co.uk
Billing Phone:	07751 141 620

Ship To:	See special terms section, agreed five locations below
Shipping Contact Name:	Takako Iida
Shipping Address:	See special terms section, agreed five locations below
Shipping Phone:	07751 141 620

Order Details

Order Start Date: 21/10/2024	Payment Method: Bank Transfer/BACS
Order End Date: 25/11/2024	Billing Sequence: Weekly

Product Information

Item Description	Start Date (Date shown will apply for all products)	End Date (Date shown will apply for all products)	Quantity	Price (£) Exc VAT	Invoice/ Order Number
Face Towels	**21/10/2024**	**25/11/2024**	60	37.20	**Invoices will be sent via email and paid weekly**
Hand Towels			40	18.00	
Bath Towels			60	75.00	

Special Terms

1. A weekly commercial laundry service is provided, with an initial trial period of one month commencing on Monday 21 October 2024.

2. Londonist Hospitality will collect, clean and redeliver clients towel fabrics, items quantity may vary depending on client's weekly requirements

3. The service will occur twice a week, with deliveries and collections agreed to be on Monday (PM) and Friday (PM) finalised between client and her respective account manager

4. The client will the following location within the London area:

- **97 Old Brompton Road, London, SW7 3LD**

5. The client must provide at least one week's notice for any changes related to the quantity of linen to be laundered and delivery location address outlined above

6. Each week an invoice will be created and sent to client reflecting that particular week's order (quantity, item type and price)

Please note that all products and services provided are subject to the Terms and Conditions of Londonist Hospitality Limited.

By signing this agreement, the client acknowledges and agrees to adhere to the below terms and conditions set by Londonist Hospitality Limited.

Client Signature: Takako Iida **Date:** 10/1/2024

Print Name: Takako Iida **Position:** Director

Londonist Hospitality Limited Commercial Laundry Terms and Conditions

1. **Contract Length and Termination**

i. **Contract Length:** The contract is a 30 day rolling agreement and will automatically renew after the respective timeframe.

ii. **Termination Notice:** After the initial one month period, the contract will become a monthly rolling contract, which can be terminated by either party with a two week notice.

iii. **Periods of Closure:** Suspension of charges for periods of closure will only be allowed for periods exceeding two weeks, excluding the termination notice period. One month's notice in writing is required for such suspensions.

2. **Services Provided**

i. **Laundry Services:** The Provider agrees to perform commercial laundry services, **including** washing, drying, ironing, and folding as specified in the contract.

ii. **Collection and Delivery:** The Provider will collect and deliver laundry items according to a schedule agreed upon with the Client. While exact timeframes cannot be guaranteed, collections and deliveries will be arranged within an AM (7am-11am) or PM (12pm-4pm) time slot. Due to operational constraints, weather, and traffic conditions, these timeframes may

3. **Damages and Losses**

i. **Damaged Items:** The Provider will take all reasonable care to ensure that laundry items are handled properly. However, the Provider will not be liable for damage to items caused by normal wear and tear, manufacturer defects, or prior damages.

ii. **Lost Items:** In the event of a lost item, the **Provider's** liability will be limited to the fair market value of the item, not exceeding the relevant invoice amount for that item.

iii. **Undeclared Damaged Items:** Clients must declare any pre-existing damage to items before collection. Failure to declare damages may result in additional charges.

4. **Collection and Delivery Conditions**

i. **Access Requirements:** The Client must ensure that the Provider has access to the agreed collection and delivery point. If access is unavailable, the Provider may charge a failed delivery fee.

ii. **Delivery Location:** Deliveries are generally made to the ground floor. Any specific delivery instructions must be agreed upon in advance.

iii. **Time Slot Basis:** As stated, while exact timeframes cannot be guaranteed, we will operate on a time slot basis for collections and deliveries, either in the AM (7am-11am) or PM (12pm-5pm).

5. **Client Obligations**

i. **Preparation of Laundry:** The Client is responsible for ensuring that all items for laundering are ready for collection at the agreed time. The Provider is not

responsible for any items not prepared in time for collection.

ii. **Hazardous Materials:** Clients must inform the Provider in writing of any toxic or hazardous substances that have been in contact with laundry items. The Provider reserves the right to refuse to handle such items.

6. Billing and Payments

i. **Billing Sequence:** The billing sequence is agreed upon with the account manager at the time of agreement. Clients must adhere to the agreed payment structure over the contract length.

ii. **Invoice Terms:** Invoices must be paid within 7 days upon digital receipt unless otherwise agreed in writing. Payments can be made via direct debit, cheque, or BACs.

iii. **Overdue Payments:** If any payment due under this agreement is more than seven days overdue, Londonist Hospitality Limited reserves the right to cease providing services and products until all outstanding amounts are settled. Rescheduling of services and products will be arranged based on availability, and there is no guarantee that the new terms will match the original schedule.

7. General Provisions

i. **Limitation of Liability:** Except in cases of death or personal injury caused by negligence, the liability of Londonist Hospitality Limited for any damages arising from or in connection with this agreement shall be limited to the amount of the relevant invoice in which the damage occurs.

ii. **VAT:** All prices exclude VAT.

iii. **Special Terms:** In the event of any conflict or inconsistency between these general Terms and Conditions and the Special Terms, the Special Terms will prevail.

iv. **Applicable Law:** These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales.

v. **Amendments:** No amendments to these Terms and Conditions shall be valid unless confirmed in writing by both parties.

vi. **Severability:** If any part of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.