

# LINEN RENTAL TERMS AND CONDITIONS

Laundryheap would like to draw your attention to the Terms and Conditions below which govern the use of our services; namely, the renting of linen, towels, kitchen cloths, and bath mats. Therefore when you create an account on our website, you agree to the following:

## Rental Duration

- a) When placing an order you are renting our linen sets, towels, bath mats, and kitchen cloths for a maximum period of 14 days. **Our linen is not to be washed or reused under any circumstances.**
- b) In the event of a property being booked for a period in excess of 14 days, sets should still be returned after 14 days, with a new set provided to use for the remaining duration of the booking
- c) Failure to return the linen within **14 days** may result in Laundryheap charging you again for all sets not returned and these charges will be incurred every 14 days until the sets have been returned.
- d) If any linen is not returned after **60 days** this will then be classed as lost and may result in Laundryheap charging the replacement charges outlined below. In this instance, no further sets will be delivered to this property until the outstanding charges have been paid. This will not impact any other properties.
- e) Laundryheap will only deliver a new set when Laundryheap collects a used set (with the exception of onboarding a new property). Therefore should you/your housekeeping team not return the linen from previous deliveries, our driver will not be able to deliver and Laundryheap will have the right to charge a **£12.50** (VAT exclusive) cancellation fee to cover our driver costs.
- f) In some exceptional circumstances, Laundryheap may agree to deliver a new set without collecting a used set, however Laundryheap will have the right to charge you for both sets, as per our terms, until collected
- g) Soiled linen is to be kept in a safe place/storage. If any items go missing, Laundryheap may have to charge a replacement cost for them. If your housekeeping team leaves the linen in unsafe places and our linen goes missing the replacement cost charges will also be applicable.
- h) The linen is not to be moved from one location to another, this will flag up in our system. Laundryheap needs to collect the linen from the location where it was originally delivered to them regardless of the number of sets hired.
- i) If linen is moved to another location and not collected within the timelines advised then it will also be subject to the additional charges outlined in (c) and (d) and no additional sets will be delivered as per (e) until Laundryheap can confirm the set has been collected
- j) Please **DO NOT** use the pillowcases as bags to return the soiled linen. If this occurs, Laundryheap will have the right to charge **£20** for each pillowcase that is being used as a bag, as per our email in **February 2022**.
- k) Please **DO NOT** use any of our linen items, including kitchen cloths, towels, and bath mats, for cleaning purposes, in accordance with our previous announcement on **December 7th, 2023** concerning this matter. If this occurs, Laundryheap reserves the right to levy a penalty fee of **£20** for each item found to be used for cleaning purposes.
- l) The soiled linen is to be returned in the reusable plastic bags provided for each set. **It is very important** to use each bag for **'one set only' with the correct items** (as per the instructions on the bags). When we introduced these bags we stressed the importance of reusing them. As previously mentioned, these bags have perforation lines, together with

all the written instructions for you to be able to put the soiled items inside them and seal the lid.

### **Delivery and Collection**

- Laundryheap will deliver clean sets when picking up soiled linen (you only need to schedule a pickup if you do not need linen anymore for a specific property or when the rental time exceeds 14 days)
- No long-term contracts are needed (Pay-As-You-Go), Laundryheap bind our customers through excellent quality and flexibility of service
- Booking comfortably and easily via your Laundryheap Linen Dashboard; full control and real-time status updates, full property list, as well as order overview
- Delivery notification and Uber-style tracking with arrival time estimates sent by SMS (and live link for map tracking)
- A dedicated dispatcher is always monitoring your bookings in real-time and can be contacted through live chat
- Great flexibility- order and changes up to 6 pm for next-day delivery between 10 am and 6 pm, every day (limited on Christmas and New Year only)
- Same-day and late bookings are possible (£8.33 + VAT)
- Free collection service for soiled linen

### **Charges for misused, lost, or destroyed/ unusable linen**

#### **Total Set Replacement Charge:**

- **Single Set: £49.45**
- **Double Set: £66.25**
- **King Set: £71.84**
- **Single Duvet Cover: £21.52**
- **Double Duvet Cover: £23.25**
- **King Duvet Cover: £26.17**
- **Single Sheet: £13.93**
- **Double Sheet: £15.00**
- **King Sheet: £17.67**
- **Pillowcase: £1.92**
- **Bath Mat: £2.61**
- **Kitchen Clot: £1.47**
- **Hand Towel £2.86**
- **Bath Sheet: £7.30**

### **Linen Quality**

- Hotel-grade inventory
- Laundryheap hand check every item to avoid stains from coming through, but cannot guarantee these will be avoided 100% of the time
- Some stains (anything up to a 10p coin size) are something that is acceptable in the industry
- Laundryheap uses pool inventory in order to ensure constant availability of linen and keep the costs down for our customers, as well as a consistent linen cycle. Therefore Laundryheap can only replace the items that are clearly unusable and have indeed not been used yet

### Linen Quantity

- Due to a huge seasonality in the short-let space, during peak seasons, Laundryheap may not always be able to pack four pillowcases and two hand towels in the king and double sets. As long as our customers are returning the sets as per our terms above this should very rarely be the case. However, Laundryheap will always provide the very basic items as a minimum; i.e. bedsheet, duvet cover, 2 pillowcases, 1 hand towel, and one bath sheet.
- Our standard set configurations are as follows;
  - Single bed set & towels for 1 guest**  
1 duvet cover, one bedsheet, 2 pillowcases, 1 hand towel, 1 bath towel
  - Double bed set & towels for 2 guests**  
1 duvet cover, one bedsheet, 4 pillowcases, 2 hand towels, 2 bath towels
  - King bed set & towels for 2 guests**  
1 duvet cover, one bedsheet, 4 pillowcases, 2 hand towels, 2 bath towels

### Communications

- WhatsApp group chats for easy instant 24/7 communication with all parties (if applicable, cleaners, agency, and LH Linen)
- Laundryheap will create a WhatsApp group with you, allowing you instant access to our Logistics Team to sort out all your day-to-day operational needs. You will be made an admin on that group so you can add people as you see fit for your operation.
- At times our partner drivers may not be able to collect the linen due to lack of space in their vehicles; if this occurs you can always book a free collection via your dashboard and inform our Logistics Team in the group chat so Laundryheap can arrange with another partner driver to come and collect the linen for you.
- For the bulk collections, it is paramount to inform our Logistics Team in advance (at least 24 hours prior to the collection) in the chat, so Laundryheap can assign this to a partner driver with a suitable vehicle
- For all account management related queries please reach out to your Account Manager

**By using this site/our services you indicate that you have read and understood the above Terms and Conditions and agree to abide by them at all times.**