Docusign Envelope ID: 03DD4F45-CFC8-4314-AAD2-40473CCD0A60

londonist
HOSPITALITY

Client Information

Bill To:	Pankhurst London
Billing Contact Name:	Jennifer Atienza
Billing Email Address:	jennifer@pankhurstlondon.com
Billing Phone:	07766 811 141 / +971 834 0632

Ship To:	Pankhurst London at Thom Sweeney House 24C Burlington Street, Mayfair, London, W1S 3AU
Shipping Contact Name:	Pankhurst London
Shipping Address:	Pankhurst London at Thom Sweeney House 24C Burlington Street, Mayfair, London, W1S 3AU
Shipping Phone:	07766 811 141

Order Details

Order Start Date: 17/04/2025	Payment Method: Bank Transfer/BACS
Order End Date: 17/05/2025	Billing Sequence: Weekly

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Product Information

#	Item	Qty	Rate	Tax	Tax Amount	Amount
1	**HAND TOWEL (LAUNDRY)** Londonist Hospitality will collect, wash, dry and press items before repackaging	50	0.80	20.00%	8.00	40.00
2	**SERVICE EXTENDED FEE** Delivery/Collection Location to be confirmed	1	10.00	20.00%	2.00	10.00

Sub Total	£50.00
Tax (20.00%)	£10.00
Total	£60.00

Only: Sixty Pounds

Special Terms

1. The Client will need to notify Londonist Hospitality of changes to a particular order at least one week prior with the specific item type and quantity, this can then be processed and prepared by the linen team internally.

2. This agreement acknowledges services will commence from Thursday 17 April 2025 and that this is a Laundry Only service in which the client will provide the linens along with the quantity and Londonist Hospitality, will wash, dry and press items before repackaging.

3. The delivery and collection date schedule may change and be dependent on client's occupancy, but the agreement acknowledges Londonist Hospitality require one week's notice nonetheless

4. The client confirmed the following address will be used in relation to the delivery and collection of their linen items:-

- **- Pankhurst London at Thom Sweeney House**
  24C Burlington Street, Mayfair, London, W1S 3AU

5. Items shown in product information may vary depending on client occupancy and general requirement

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6. Client has indicated this will be a recurring service, with deliveries and collections expected to be around three times per month, although this may change in the future depending on client's scheduling and requirements.

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: Signed by: Jennifer Atienza 1E18BDF05AE749F... **Date:** 4/10/2025

Print Name: Jennifer Atienza **Position:** Operations Manager

Londonist Hospitality Limited Commercial Laundry Terms and Conditions

1. Contract Length and Termination

i. **Contract Length:** The minimum contract length is one month

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 two weeks' 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 (9am-120m) or PM (12pm-5pm) 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

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and deliveries, either in the AM (9am-12pm) 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.