

# **Widow Twanky's Bespoke Chalet Services**

## **Instructions For Laundry Clients:**

### **Pick Up By Us/Delivery Of Laundry to Us (Dirty)**

*Dirty laundry should be left (either for pick up or at Chalet Girolez) in plastic bin liners supplied by us. Inside the bag with your laundry, please leave a completed laundry form (see attached) listing the items contained and noting any known stains (blood, oil, biro etc). If the laundry for one property is in more than one bag, please leave a note of the property name in the extra bag(s) - we will provide reuseable laminated cards for you for this purpose at the start of the season.*

*We will pretreat any stains we are told about or see ourselves. Unless stains are pretreated before drying and ironing, they may not come out. .*

### ***Pick Up By Us (Dirty):***

*We can pick laundry up from you after your changeover by prior arrangement. You will need to have somewhere out of the snow (porch/outside cupboard or similar) where you can leave your laundry each week to be ready for pick up by a set time. It needs to be a place we can access at any time without need of you or your staff being there.*

### ***Delivery To Us (Dirty):***

*You can leave dirty laundry in the porch of Chalet Girolez at any time. If you think the delivery may be unexpected (ie is not at the normal time/day) please text Liz on 0679 753395*

### **Delivery By Us/ Pick Up by You (Clean)**

*For weekly laundry cycle , we will have it ready as below:*

<i>Delivery to us</i>	<i>Latest Time Ready for collection/delivery</i>
<i>By end of Sunday</i>	<i>By 19.00pm Friday</i>
<i>By end of Monday</i>	<i>By 19.00pm Saturday</i>

*ie 5 clear working days between delivery and completion days.*

*For shorter turn around laundry, we can do this but MUST be pre warned ie when you leave the laundry, dont just put the required time on the laundry form - SPEAK TO US about it! (text Liz on 0679 753395)*

*Clean laundry will be returned in large clear plastic reuseable bags or in Ikea bags. We will supply these but must ask that you return them each week in your dirty laundry sacs for re-use . With the clean laundry, we will return your original laundry*

*list marked with any comments/discrepancies in numbers and the total price for the laundry, your laminated cards and bags for dirty laundry.*

*We can delivery clean laundry to you (we need somewhere to be able to leave it) or we can leave it in the porch at Chalet Girolez for you to pick up.*

### **Terms**

*The completed laundry lists are not invoices, we will invoice you at the end of each month with payment due within 7 days by cash credit card or French cheque payable to E Leyland.*

### **Conditions**

*Our maximum liability for damage to you laundry is limited to the replacement cost of the laundry, discounted with due regard for its age and condition before the damage took place. We do not accept liability for any consequential losses due to loss of use of your laundry or for costs incurred in procuring new laundry (ie travel to shops, shipping costs etc).*

*Laundry must be suitable for its purpose:*

- colour fast - we wash all your items together unless specifically asked not to do so. In this event we will give a separate price for extra wash loads.*
- suitable for tumble drying (mattress protectors excepted)*
- able to be ironed with a high pressure roller steam iron.*
- we endeavour to avoid ironing plastic poppers, buttons etc., since they can damage our irons, but do not accept any responsibility for damage to these items which are not appropriate in laundry for commercial use.*

### **WE DO NOT CHECK LAUNDRY LABELS**

*It is up to you to ensure that your linen is appropriate*

*We do not accept responsibility for any damage to any items that are not suitable as described above or which are damaged as a result of washing at between 30 and 60 degrees, tumble drying on the normal setting (not delicate) and hot ironing as described above (with the exceptions listed).*

*Please note our new address for laundry and post this winter will be:*

*Roger & Liz Leyland  
Chalet Girolez  
865 route de Magy  
Le Crinaz  
74260 Les Gets*

*0954 60 04 74 Tel  
0959 60 04 74 Fax  
0688 60 16 15 Roger mobile  
0679 75 33 95 Liz mobile  
[info@widowtwanky.fr](mailto:info@widowtwanky.fr)*