

Terms and Conditions

Please read these terms carefully. By using our site and making a booking via email or phone you indicate that you accept these terms and agree to abide by them. If you do not agree to these terms, please do not make a booking.

1: Pricing

1.1 Prices quoted are based on average house/flat size and average completion time.

1.2 Should the property be larger than average or of a poorer state of repair than stated, we reserve the right to increase the price. The revised price will have to be accepted by the customer before the additional time is carried out.

1.3 Please advise us at the time of booking of any expensive items, oak flooring, marble work tops etc.

1.4 Prices quoted are for 1 single oven, 1 fridge freezer, 1 hob, 1 washing machine and 1 dishwasher. More appliances than this will incur a further cost.

2: Parking

2.1 The cleaner will require a parking space; this must be arranged by the customer if parking is not available at the property. Any parking fee is also paid by the customer.

2.2 Please advise us of any parking restrictions at the property. If a permit is required, this must be provided by the customer.

2.3 Any penalties/ parking fines the cleaner may incur due to non-disclosure of parking restrictions are payable by the customer.

3: General

3.1 The property must be clear from all personal belongings. Where belongings are present our satisfaction guarantee does not apply to that area.

3.2 We do not move large pieces of furniture

3.3 Should any rubbish or waste need to be removed from the property this can be arranged for an additional fee. It is not included in the price.

3.4 There must be hot running water and electricity provided. Should these not be provided then we will leave the property and we will not be liable for any cost associated with the clean not being carried out.

3.5 Fridge freezers must be turned off and defrosted prior to arrival.

3.6 We will do our best to clean the appliances, but we cannot be held liable for ingrained dirt due to lack of prior cleaning over a period of time.

We do not clean inside kettles and toasters.

3.7 We do not clean mould of the walls, or spot clean marks. If this is required, then that will be for an addition fee arranged at the time of booking.

3.8 We cannot be held responsible if wall washing is requested for any paint that is removed off the walls when trying to clean them. Every care will be taken to avoid this but poor quality paint/matt paint may wash off.

4: Insurance

4.1 The Company holds public liability insurance to the value of £5,000,000.

4.2 Any claim for damages must be reported within 48hrs of the clean.

4.3 We are not responsible for any existing damage to the customers property, these include stains, spills, burns.

4.4 We are not liable for any damages caused by faulty or broken items which could lead to other damages.

5: Claims for damages

5.1 Whilst every care is taken, accidents can happen. Should this occur identical replacement will be attempted but cannot be guaranteed.

5.2 In case of damage proven to be caused by the Company, the Company must be given the opportunity to make good the damage.

5.3 In case of damage, proven to be caused by us, the Company will repair the item at cost. If the item cannot be repaired, we will endeavour to find a like for like replacement or we will credit the customer with the items present cash value towards a like for like replacement. This liability applies once full payment for the service has been received.

5.4 Where the damage results in an insurance claim, the age of item will be taken into consideration when calculating its replacement value.

6: Payments

6.1 Unless otherwise agreed in writing in advance payment is due immediately on receipt of the relevant invoice.

6.2 Payment is to be made by Bank transfer, details of which are on the invoice.

7: Cancellations:

7.1 Cancellations require 48hrs notice. Less than 48hrs notice will incur a £50 cancellation fee.

7.2 We reserve the right to refuse any cleaning job if the condition of the property is hazardous to the health of our workers. If the condition of the property was not made aware to us prior to arrival and we are unable to carry out any work, then a non-refundable amount of 50% of the fee will be charged/taken.

7.3 The customer can reschedule or cancel appointments via phone or email.

8: Clean Guarantee

8.1 All work shall be deemed to have been carried out to the customers satisfaction unless written notice is received within 48hrs of the clean.

8.2 The customer agrees to let the Company back to reclean the disputed area.

8.3 When access is denied for a re clean, we are not liable for any costs associated with not being allowed to re-enter the property to re-clean and rectify the problem.

8.4 We cannot guarantee the End of Tenancy clean when there are peoples possessions left in the property.