



Terms and Conditions

Domestic Cleaning Services

1. Introduction

1.1

These Terms and Conditions govern the provision of one-time end of tenancy cleaning services (the "Services") by [Your Business Name] ("we", "us", "our") to the customer ("you", "your").

1.2

By booking our Services, you agree to be bound by these Terms and Conditions.

2. Scope of Service

2.1

The Services provided are for regular domestic cleaning services, including but not limited to:

- Cleaning of all surfaces, floors, windows, and fixtures.
- Cleaning of kitchens, bathrooms, and living spaces.
- Removal of general waste and rubbish.

Your specific service requirements will be agreed at the time of first booking. Variations may be made upon request, these may be charged additionally or made without charge at our discretion.

2.2

The Services do not include:

- Carpet or upholstery cleaning unless explicitly agreed and charged separately.
- Any external cleaning such as external windows or patio areas unless explicitly agreed and charged separately.
- Interior deep oven cleaning unless explicitly agreed and charged separately.
- Changing of bed linens unless explicitly agreed and charged separately.
- Washing-up unless explicitly agreed and charged separately.
- Any other services not agreed in advance.

2.3

Where possible, we will endeavour to send the same staff members each week. However, we do not guarantee any particular staff member.

We will not accommodate requests for staff members on a basis of any characteristic protected under the Equality Act 2010 - we will not send staff of a particular sex or ethnic background.

3. Booking and Payment

3.1

The total price per clean for the requested Services will be agreed upon at the time of booking and provided to you in the form of a written quote.

3.2

A regular booking will be registered for you on our system. You will be asked to confirm the essential details such as the address at which the work is to be carried out, any access specifics, parking availability, etc.

3.3

Your booking will be agreed for a time slot i.e. 10:30am. Please allow a 30-minute arrival window due to traffic and other matters outside of our control. If we become aware that our team is delayed, we will contact you to let you know and give you an updated expected arrival time.

3.4

An invoice will be issued to you within 1 working day of the service being completed. Payment is due within 7 days of receipt of the invoice unless otherwise agreed in writing.

3.5

Payments can be made via cash, cheque, card payment, or bank transfer.

4. Cancellations and Amendments

4.1

If you wish to cancel, amend, or reschedule the Services, please notify us at least 24 hours prior to the scheduled cleaning date. Cancellations made after this period may incur a cancellation fee of 25%. Where a staff member has already been dispatched to you, the full amount will be chargeable.

4.2

We reserve the right to cancel or amend the booking due to unforeseen circumstances, such as illness, equipment failure, or extreme weather conditions.

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5. Access and Safety

5.1

You must ensure that we have access to the property at the agreed time and that all areas to be cleaned are accessible. If the property is locked or inaccessible, and we are unable to perform the cleaning, you will be charged for the full service.

5.2

You must ensure that the areas to be cleaned can be safely accessed, staff will clean around items as far as reasonably possible but will not attempt to move large, heavy, or numerous items.

5.3

You must ensure that the area to be cleaned has sufficient lighting to allow our staff to work safely. If our staff are not able to operate safely due to low light, they will not complete the clean but the full amount will be chargeable.

5.4

You must ensure that there are no hazards present at the property that may endanger our staff. These include but are not limited to:

- Aggressive animals
- Exposed wiring
- Asbestos containing materials
- Dead bodies, carcasses

Where there may be bodily fluids or other hazardous waste, we must be informed in advance as special measures must be taken, including the use of specific equipment that the team may not have to hand if they aren't expecting to encounter such things. If our staff discover such things without prior warning, no action will be taken and cleaning will be carried out around the relevant materials. Where it is not safe for our staff to enter a space because of such waste, areas will not be cleaned and the full charge will apply.

5.5

If you or your representative are not able to be present during the Service, you grant us permission to enter the property and perform the Services as agreed.

5.6

We reserve the right to take photographs of the property upon our arrival to document the condition and further to document the progress of our clean. Details of privacy and data protection are provided in Section 10.

6. Responsibilities of the Client

6.1

You are responsible for ensuring that you provide us with accurate information throughout the booking process. This includes providing an accurate address, an accurate description of the services that you require, and an accurate account of the state of the property. Our estimates are offered on the assumption of an average level of soiling for a residential property. Where your property is in a condition that would not be reasonably considered average, you must inform us of this in advance and provide photographs to allow us to make an accurate assessment of the work required.

6.2

You are responsible for ensuring that all necessary utilities (electricity, hot water) are available for the cleaning to be carried out. If you believe that you will be unable to supply these, inform us in advance and we may be able to bring equipment to complete the clean without them. If this has not been agreed in advance and our staff arrive to find either hot water or electricity unavailable, they will not be able to carry out the Services and the full amount will be charged.

6.3

Any pre-existing damages or issues with the property should be reported to us before the cleaning takes place. The Supervisor assigned to your job will inspect the premises and photograph any damage before the cleaning begins. Details of privacy and data protection are provided in Section 10.

7. Liability

7.1

We will take all reasonable care to avoid causing any damage when performing the Services. We are not responsible for any pre-existing damage, wear and tear, or defects to the property.

7.2

We are not responsible for any personal property left in the premises during the cleaning.

7.3

In the event of accidental damage caused by us during the cleaning, we will repair or reimburse for the damage in accordance with our insurance policy providing that the damage is brought to our attention within 7 days and that evidence can be provided that the damage had not already occurred upon the arrival of our staff.

7.4

We will not be liable for any failure or delay in providing the Services due to events beyond our control, including but not limited to natural disasters, government actions, strikes, or other unforeseeable circumstances.

8. Complaints

8.1

If you are not satisfied with the cleaning service you have received, please notify our office within 24 hours of completion of the cleaning. We will aim to resolve any issues promptly. After this time, we are not able to ensure that any problems presented did not arise after we carried out the work and therefore any remedial action will be offered at our discretion.

9. Data Protection

9.1

Any personal data collected during the booking process will be handled in accordance with the Data Protection Act 2018 (GDPR).

9.2

Photographs taken during the course of cleaning (as detailed in Section 7) will never include any persons nor any sensitive data. These will be taken only on authorised staff devices and transmitted to our central office where they will be processed only for the purposes of ensuring that adequate service standards are achieved. These photographs will be stored for 2 weeks before being permanently deleted. Where there is an issue or dispute over the rendered services, they may be retained longer solely for the purposes of permitting an investigation.

10. Other Terms

10.1 Transfer Fee

If the Client employs any member of the Service Provider's workforce within twelve months of the member being introduced to the Client or of the date the member last attended the Client's premises, then the Service Provider shall be entitled to a transfer fee. This one-off fee shall be charged in consideration of the introduction, whether the approach for employment is made directly by the Client or by a third party on behalf of the Client or by the Service Provider's employee. The fee of £2500 per affected employee shall be payable on submission of the Service Provider's invoice. The liabilities and obligations of the Client contained within this clause shall survive the termination of this contract howsoever arising.

11. Conclusion

11.1

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

11.2

These Terms and Conditions are effective as of 01/01/2025.

For any queries or concerns, please contact us at cleaning@kbrsolutions.co.uk.