



PRETTY N POLISHED

Please find our updated terms and conditions below, we want to be as transparent with our clients as possible and make sure we are all on the same page when carrying out our service for you 😊

!! PLEASE READ !!

📝 Terms & Conditions 2024 📝

🟢 COVID RESPONSE - Although we do not require homes to be vacant when we are cleaning, we would appreciate that our clients do keep a safe distance whilst we are working, if you would like us to wear masks when working in your home please let us know and we will be happy to do so. 🟢

🚫 CANCELLATIONS - Any cancellations made with less than 24hrs notice will require a 50% payment. Please make us aware as soon as possible of any illness in the home as we will not enter a property which may risk us getting ill, taking time off work not only affects us, but also impacts our other clients.

🏠 BOOKINGS - No new booking is secure without a home visit or walkthrough video/images. This is essential for quoting accurately and allows both the client and staff to outline expectations and needs for the clean to be carried out to high standard. We will always be honest with our clients and if a quote does need to change, the client will be informed BEFORE work is carried out.

PETS/CHILDREN IN THE HOME - Please be honest upon booking whether there are any pets or children in the home, even if they won't be there whilst we clean. We need to keep our loved ones safe and pet friendly products will be used, free of charge, in homes with pets. If children are home during cleaning, please ensure they are not in the same room as our cleaning staff, our caddies have tools in such as scrapers, picks, safety blades and can be dangerous if in the wrong hands!

🔪 OVEN CLEANS - if you have booked in for our oven cleaning service, please note that we do not clean the top of the oven if you have an element due to the electrical risk, we will still clean around the element the best we can. Some ovens require specific keys/implements to remove the door and glass. If your oven requires one of these please make sure we know of its whereabouts so we can fully strip the oven for the best results.

🗣️ If you are unhappy with anything regarding the clean we have carried out you must inform us on the day (within 24hrs) as problems that are reported days later cannot be resolved.

👉 Refunds are not offered, regardless of circumstance. Alternative options will be offered to rectify any issues.

💰 No specialist clean is secured without a deposit, all bookings made require a non-refundable deposit. Appointments will not be booked in until we receive a deposit. These are non-refundable and non-transferrable.

Our specialist cleans:

- Oven cleaning
- End of tenancy
- Carpet cleaning

🏠 Please make us aware of any broken or faulty items in your home eg. Cupboards, blinds, sockets, taps or anything that could potentially break/fall on us whilst working. We will not be held liable for this as it breaches our safety regulations to work in an unsafe environment.

💧 Dust resettlement is out of our control. We do our best to remove all dust however poorly ventilated rooms allow dust to resettle much quicker than a well ventilated room. Please be mindful of this if we clean for you and you return hours later to find a few specs of dust.

! Any cancellations made within a 12hr notice period will be required to pay a cancellation fee of £5, additional to the 50% of the cost of the clean for late cancellation. We understand life happens and things come up but we are a business, we need time to fill a slot otherwise we lose out and so do other clients.

🔑 If we are turned away or unable to gain access to the property on the day, the same conditions apply. We will require a 50% payment and £5 late cancellation fee.

🚗 The property must have free accessible parking, any parking fees must be paid by the client if not.

🏠 If your home has not been visited pre-emptively, we expect you to be honest when describing the size of your property. To quote a clean we need to know the number of bedrooms and bathrooms at a minimum, we are not being nosy asking for this information beforehand, we are simply trying to decide the best price for you.

! MANUAL HANDLING - Although our staff are trained in manual handling, we are unable to move furniture due to safety reasons (excluding light and easily moveable furniture, for example wheeled objects) however if not, we will try our best to reach all visible places. We are not, under any circumstances able to step higher than the height of a 2 step stepladder.

Full payment is required upon arrival or once the service is complete. We accept bank transfer, card payment or cash, any late payments will incur a late fee unless payment has been arranged beforehand. We don't accept PayPal or cheque. If we do not receive payment, we are legally entitled to take matters further. Invoices can be sent and tend to be sent over the weekend. Unless specifically arranged to be a regular monthly payment, they will be due 7 days after the invoice date.

Our terms and conditions are not up for dispute and we have the right to update them when we see fit.

Thankyou for your understanding 😊👉👉

Signed and understood by client: _____

Date: _____