

Eclipse Cleaning

DEEP CLEANING & END OF TENANCY CLEANING

TERMS AND CONDITIONS

Version: 1.0

Effective from: 01/02/2026

These Terms and Conditions apply to quotations and bookings for Deep Cleaning, End of Tenancy Cleaning, Move-In/Move-Out Cleaning and associated one-off cleaning services supplied by Eclipse Cleaning ("the Company", "we", "us" or "our").

Please read these Terms and Conditions carefully before accepting a quotation or confirming a booking.

By accepting our quotation or asking us to proceed with a booking, you agree to these Terms and Conditions.

Nothing in these Terms and Conditions affects a consumer's statutory rights.

1. YOUR QUOTATION AND BOOKING

1.1. Your quotation is based on the information supplied to us when you request the service.

1.2. You are responsible for providing complete and accurate information about:

- the property address;
- property type;
- number and type of rooms;
- bathrooms and WCs;
- additional rooms;
- outbuildings where relevant;
- carpets requiring cleaning;
- ovens requiring cleaning;
- appliances requiring internal cleaning;
- windows or glazing requiring cleaning;

- condition of the property;
- unusual construction or access;
- ceiling heights;
- areas requiring high-level cleaning;
- known hazards;
- extreme soiling;
- access arrangements;
- availability of water, hot water and electricity; and
- any other matter reasonably relevant to the work.

1.3. We are not required to carry out work which was not included in the quotation or booking.

1.4. If the property is materially different from the description supplied to us, we may:

- restrict the clean to the areas originally quoted;
- offer additional work at an additional charge;
- revise the quotation before proceeding;
- reduce the scope of the work;
- postpone the work; or
- refuse to carry out work which cannot safely or reasonably be completed.

1.5. Additional work is subject to staff availability, equipment, time, safety and approval from the office.

2. OUR CLEANING PACKAGES

2.1. Our standard cleaning packages and the tasks included within them are described on our website.

2.2. A link to the relevant service information will normally be supplied with your quotation.

2.3. You are responsible for checking the package specification before booking and ensuring that the service you have selected includes the work you require.

2.4. Your quotation, together with the applicable package specification and any written amendments agreed with us, defines the work we have agreed to perform.

2.5. Work which is not included within your selected package, quotation or subsequent written amendment is not included in the contract.

2.6. The fact that an item is physically present at the property does not mean that it is included in the service.

3. END OF TENANCY REQUIREMENTS

3.1. Different landlords, letting agents, inventory companies and property managers may have different cleaning requirements.

3.2. If you have:

- check-out instructions;
- handover notes;
- an inventory;
- landlord requirements;
- letting-agent cleaning instructions; or
- another relevant specification,

you should send these to our office **before the quotation is finalised and the clean takes place.**

3.3. We can review these requirements and, where reasonably possible, tailor the cleaning package accordingly.

3.4. Additional requirements may increase the quotation.

3.5. If such requirements are not provided to us, we will perform the package specified in your quotation.

3.6. We are not responsible for completing requirements contained in landlord, agent or inventory documentation which was not provided to us and was not included within the agreed service.

4. NO GUARANTEE OF DEPOSIT RETURN

4.1. We do **not** guarantee the return of a tenancy deposit.

4.2. Deposit decisions are made by landlords, letting agents, deposit schemes or other relevant parties and are outside our control.

4.3. We also do not guarantee that a landlord, agent, inventory clerk or other inspector will identify no cleaning issues following our work.

4.4. Our obligation is to perform the cleaning services included within the agreed package and quotation with reasonable care and skill.

4.5. An inspection identifying an item which was not included within the agreed package does not mean that we have failed to perform the contracted service.

5. ADDITIONAL ROOMS

5.1. All rooms and areas requiring cleaning must be declared when obtaining the quotation.

5.2. Undeclared additional rooms are not included.

5.3. Our cleaners are not required to clean additional rooms simply because they discover them on arrival.

5.4. Where time and resources permit, you may contact the office and request that an additional room is added.

5.5. Additional work:

- must be authorised by the Company;
- may incur an additional charge; and
- is entirely subject to availability on the day.

5.6. Our cleaning staff cannot independently agree changes to Company pricing or materially extend the contracted service.

6. OPTIONAL AND ADDITIONAL SERVICES

6.1. Services such as the following are only included where expressly stated in your quotation or package:

- carpet cleaning;
- upholstery cleaning;
- oven cleaning;
- appliance internal cleaning;
- internal window cleaning;
- internal glazing;
- fridge cleaning;
- freezer cleaning;

- dishwasher cleaning;
- washing-machine cleaning;
- tumble-dryer cleaning; and
- other specialist or additional services.

6.2. These services must not be assumed to be included merely because the relevant item is present at the property.

6.3. Additional services requested on the day may be declined.

6.4. Where we agree to an additional service, an additional charge may apply and must be authorised through the office.

7. SERVICES WE DO NOT PROVIDE

7.1. Unless expressly agreed otherwise in writing, our Deep Cleaning and End of Tenancy services do not include:

- exterior building cleaning;
- external high-level window cleaning;
- gardening;
- grounds maintenance;
- decorating;
- painting;
- plastering;
- building repairs;
- handyman services;
- electrical work;
- plumbing work;
- pest-control work;
- waste-clearance services;
- removal of hazardous waste;
- removal of building materials; or
- repair or restoration work.

7.2. Cleaning and restoration are different services.

7.3. We cannot restore a damaged, permanently stained, corroded, worn or deteriorated surface simply by cleaning it.

8. ADHESIVES AND ITEMS ATTACHED TO SURFACES

8.1. We will not normally remove items which have been deliberately fixed or stuck to walls, doors, furniture or other surfaces using:

- adhesive;
- tape;
- mounting strips;
- hooks;
- glue;
- stickers;
- adhesive pads; or
- similar fixings.

8.2. Removal can damage paint, plaster, wallpaper, finishes or the underlying surface.

8.3. Such removal is therefore outside our standard cleaning service unless expressly agreed beforehand.

9. ACCESS TO THE PROPERTY

9.1. You must ensure that our staff can gain safe and timely access to the property at the agreed time.

9.2. You must provide accurate:

- address details;
- access instructions;
- key information;
- alarm information where applicable;
- contact details; and
- telephone numbers.

9.3. Where keys are provided, arrangements must be agreed with us beforehand.

9.4. You must remain reasonably contactable on the day of the clean, or nominate another authorised contact where appropriate.

10. FAILURE TO PROVIDE ACCESS

10.1. If our team attends at the agreed time but cannot gain access because of circumstances for which you are responsible, we may treat this as a customer cancellation or failed appointment.

10.2. This includes circumstances such as:

- incorrect address details;
- nobody being present where access was expected;
- keys not being available;
- incorrect access codes;
- inability to contact the nominated person;
- locks having been changed without informing us; or
- another avoidable failure to provide agreed access.

10.3. We may charge a reasonable cancellation/failed-attendance charge reflecting the losses reasonably incurred as a result, including staff time, travel, costs already incurred and work which we were unable reasonably to replace.

10.4. Depending upon the timing and circumstances, this may amount to the full quoted price where that represents our reasonable loss.

10.5. We will not impose a charge exceeding the loss we can reasonably recover under applicable law.

11. SAFE ACCESS AND EGRESS

11.1. You must provide our staff with safe access to and egress from the property.

11.2. Access routes, entrances, exits, stairs and working areas must not expose our staff to unreasonable or undisclosed hazards.

11.3. Fire exits and other necessary escape routes must not be obstructed.

11.4. We may refuse to enter or remain in any property where our staff reasonably consider conditions to present a serious or uncontrolled risk.

12. WATER AND ELECTRICITY

12.1. The property must have an adequate working supply of:

- mains water; and
- electricity

for the duration of the clean unless an alternative arrangement has been expressly agreed with us beforehand.

12.2. Electricity must be safe to use.

12.3. Water supplies, taps and other facilities made available to us must be in reasonably safe working condition.

12.4. If essential utilities are unavailable, some or all of the booked work may be impossible to perform.

13. HOT WATER

13.1. We will normally ask whether hot water is available when taking the booking.

13.2. You must tell us in advance if there is no working hot-water supply.

13.3. Where we are told beforehand, we may be able to make alternative arrangements.

13.4. If we arrive and unexpectedly find that there is no hot water, this may materially reduce the effectiveness or practicality of some cleaning processes.

13.5. In these circumstances:

- some work may take longer;
- some methods may have to be changed;
- some results may be reduced; or
- some work may not be reasonably possible.

13.6. We are not responsible for a reduced result which could not reasonably be avoided because an unavailable hot-water supply was not disclosed to us.

14. LIGHTING

14.1. Adequate lighting must be available throughout the areas to be cleaned.

14.2. Lighting is necessary for both:

- safe working; and
- effective inspection and cleaning.

14.3. You must tell us beforehand about significant areas without adequate lighting.

14.4. Areas which are unlit or inadequately lit may be left uncleaned where staff cannot safely work in or adequately inspect the area.

14.5. We cannot guarantee the same cleaning result where poor lighting prevents our staff from reasonably seeing contamination, marks, defects or other conditions.

15. HAZARDS MUST BE DISCLOSED

15.1. You must tell us before the appointment about any known unusual or significant hazard which our staff may encounter.

15.2. Examples include:

- human waste;
- bodily fluids;
- blood;
- needles or sharps;
- drug paraphernalia;
- dead animals;
- animal faeces or urine in unusual quantities;
- significant mould;
- pest infestations;
- fleas;
- bedbugs;
- dangerous animals;
- sewage;
- biohazardous material;
- chemical contamination;
- suspected asbestos;
- unsafe electrical installations;
- structural instability;
- broken glass;
- dangerous flooring;
- exposed wiring;

- significant fire damage;
 - flood contamination;
 - hazardous waste; or
 - other unusual conditions capable of affecting health or safety.
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16. WHY HAZARDS MUST BE DISCLOSED

16.1. Advance information allows us to determine:

- whether we can safely perform the work;
 - whether additional PPE is required;
 - whether different chemicals or equipment are required;
 - whether additional staff are required;
 - whether specialist disposal arrangements are required;
 - whether additional time is required;
 - whether the quotation must be amended; and
 - whether the work falls outside the services we are able to provide.
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17. UNDISCLOSED HAZARDS

17.1. If our staff discover a significant hazard which was known, or ought reasonably to have been disclosed when booking, they may stop work or refuse to enter the affected area.

17.2. Depending upon the circumstances, we may:

- isolate the affected area;
- continue with unaffected areas;
- obtain additional equipment;
- revise the price;
- reschedule;
- require specialist work first; or
- cancel the affected work.

17.3. Where our team has attended and we are unable to perform all or part of the work because of a material condition or hazard which you failed to disclose, the agreed charge will not automatically be reduced merely because an affected area cannot safely be cleaned.

17.4. We will take account of:

- work already performed;
- staff and travel costs;
- time reserved;
- additional costs incurred;
- whether other booked work can be performed; and
- any costs reasonably saved because work did not proceed.

17.5. Where the undisclosed condition materially changes the nature of the service, additional charges will be agreed before additional specialist work is undertaken.

18. EXTREME SOILING

18.1. Unless you tell us otherwise, our quotations assume a level of soiling reasonably consistent with an ordinary domestic Deep Clean or End of Tenancy Clean.

18.2. You must tell us if the property is subject to extreme or exceptional conditions.

18.3. This includes, for example:

- hoarding conditions;
- large accumulations of waste;
- extensive human or animal waste;
- decomposition;
- large amounts of bodily fluid;
- severe pest contamination;
- extensive grease contamination beyond ordinary domestic use;
- significant drug-related waste;
- substantial biohazard contamination; or
- other conditions substantially beyond ordinary domestic cleaning.

18.4. Photographs may be requested before we confirm that we can undertake such work.

18.5. Extreme soiling may require a separate quotation.

18.6. Some work may fall outside our competence, equipment, insurance or safe working arrangements and may therefore be refused.

19. SITE VISITS

19.1. We do not inspect every property before quoting.

19.2. Where a quotation is provided remotely, we rely upon the information you provide.

19.3. You must therefore disclose anything unusual which could materially affect:

- the work required;
 - time required;
 - equipment;
 - staffing;
 - safety; or
 - price.
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20. HIGH-LEVEL AND UNUSUAL CLEANING

20.1. You must tell us before booking about:

- unusually high ceilings;
- high internal windows;
- rooflights;
- atriums;
- unusual staircases;
- voids;
- mezzanines;
- unusual architectural features;
- high beams;
- inaccessible ledges; or
- other high-level areas requiring cleaning.

20.2. Our staff attend with equipment appropriate to the service we have been told to expect.

20.3. If unusual high-level work has not been disclosed, our team may not have suitable equipment available.

20.4. Some high-level work cannot safely be undertaken by our cleaning teams and will be excluded.

20.5. Our staff will not improvise unsafe access arrangements in order to complete a task.

21. WORKING AT HEIGHT

21.1. All work at height is subject to our health and safety requirements.

21.2. Our employees have authority to refuse a task where safe access equipment or another suitable method is unavailable.

21.3. Customers must not ask or encourage our staff to:

- stand on furniture;
 - stand on worktops;
 - use unsuitable chairs;
 - use makeshift platforms;
 - climb on unsafe structures; or
 - otherwise work unsafely.
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22. CLEAR AND ACCESSIBLE SURFACES

22.1. Areas to be cleaned should be reasonably accessible.

22.2. For an End of Tenancy Clean, the property should normally be substantially empty unless agreed otherwise.

22.3. Worktops, shelves, floors and other surfaces should be sufficiently clear to allow cleaning.

23. PERSONAL POSSESSIONS AND CLUTTER

23.1. Our cleaners may move a small number of lightweight items where reasonably necessary to clean beneath or around them.

23.2. We do not provide a packing, decluttering or property-clearance service as part of standard cleaning.

23.3. Where a surface contains a substantial quantity of:

- possessions;
- paperwork;
- ornaments;
- toiletries;

- clothing;
- food;
- equipment; or
- other items,

our staff may clean around the items rather than remove and replace them individually.

23.4. A surface which cannot reasonably be accessed because of excessive belongings may be left uncleaned.

24. FURNITURE

24.1. Our staff may move reasonable furniture where:

- it can be moved safely;
- there is a cleaning benefit;
- doing so is consistent with our manual-handling requirements; and
- there is no unreasonable risk of damage.

24.2. Movement of furniture is at the reasonable discretion of our cleaning team.

25. ITEMS WE WILL NOT NORMALLY MOVE

25.1. Staff will not normally move items which are:

- excessively heavy;
- unsafe to lift;
- fragile;
- unusually valuable;
- antique;
- fixed;
- connected to utilities;
- structurally unstable; or
- likely to cause injury or damage if moved.

25.2. This may include:

- very heavy wardrobes;
- filled bookcases;

- large appliances;
- pianos;
- safes;
- aquariums;
- substantial cabinets; and
- other unusually heavy items.

25.3. Areas beneath or behind such items may therefore remain uncleaned.

26. MANUAL HANDLING

26.1. Customers cannot require our staff to move an item which our employees consider unsafe to move.

26.2. Our Company's manual-handling and health and safety requirements take priority over a request to move furniture or other objects.

27. FRAGILE AND VALUABLE ITEMS

27.1. You should remove or secure unusually fragile, irreplaceable or high-value possessions before cleaning begins.

27.2. You should inform us about any item requiring unusual care.

27.3. Our staff will exercise reasonable care when working around items remaining at the property.

28. PRE-EXISTING DAMAGE

28.1. We are not responsible for damage which existed before our work commenced.

28.2. This may include:

- cracks;
- chips;
- loose fittings;
- deteriorated finishes;
- worn paint;

- unstable fixtures;
- corrosion;
- water damage;
- damaged seals;
- loose tiles;
- damaged grout;
- defective taps;
- deteriorated coatings; or
- other existing defects.

28.3. Where reasonably practical, significant pre-existing damage observed by staff may be recorded before work begins.

29. CLEANING MAY REVEAL EXISTING DAMAGE

29.1. Dirt, grease, limescale, dust or other deposits can conceal deterioration.

29.2. Removing those deposits may reveal existing:

- scratches;
- staining;
- corrosion;
- pitting;
- flaking;
- discolouration;
- damaged finishes;
- defective sealant; or
- other deterioration.

29.3. The fact that deterioration becomes visible after cleaning does not itself mean that the cleaning caused it.

30. MARKS, STAINS AND DISCOLOURATION

30.1. Cleaning does not guarantee restoration to an as-new condition.

30.2. We do not guarantee that every:

- mark;
- stain;
- discolouration;
- shadow;
- residue;
- scratch;
- dye transfer;
- burn;
- wear mark;
- water mark;
- rust mark; or
- other imperfection

can be removed.

30.3. Some marks are permanent or are damage rather than removable dirt.

31. REASONABLE CLEANING EFFORT

31.1. Where mark removal forms part of the booked service, our staff will use reasonable cleaning methods appropriate to the surface and contamination.

31.2. We will not continue aggressive cleaning where our staff reasonably consider that further treatment is likely to damage the surface.

32. WALLS AND PAINTED SURFACES

32.1. Painted walls and surfaces will be cleaned or spot-treated where included within the package and where reasonably safe to do so.

32.2. Some marks cannot be removed without removing or damaging:

- paint;
- wallpaper;
- coating;
- finish; or
- the underlying surface.

32.3. In these circumstances we will not continue scrubbing merely to remove the mark.

32.4. Redecoration may be the only appropriate remedy for some marks.

32.5. Redecoration is not part of our cleaning service.

33. DELICATE SURFACES

33.1. Extra caution may be required with:

- natural stone;
- unfinished wood;
- delicate paint;
- wallpaper;
- antique surfaces;
- specialist coatings;
- brass;
- copper;
- aluminium;
- acrylic;
- fragile plastics;
- high-gloss finishes; and
- other sensitive materials.

33.2. Where we reasonably believe normal cleaning could damage a surface, we may use a less aggressive method or decline to treat it.

34. LIMESCALE

34.1. Descaling does not guarantee complete removal of all limescale.

34.2. The amount which can safely be removed depends on factors including:

- severity;
- age;
- surface material;
- previous chemical treatment;
- existing corrosion;

- water hardness; and
- condition of the fitting.

34.3. Heavy limescale can cause or conceal permanent damage.

35. LIMESCALE AND FITTING DAMAGE

35.1. Long-term limescale may contribute to:

- pitting;
- corrosion;
- flaking;
- discolouration;
- coating deterioration; or
- damage to taps and fittings.

35.2. Removing the limescale may expose this pre-existing deterioration.

35.3. We are not responsible for pre-existing damage which becomes visible after reasonable descaling.

35.4. We remain responsible where damage is caused by our failure to exercise reasonable care and skill.

36. CARPET CLEANING

36.1. Carpet cleaning is only included where stated in your quotation.

36.2. Carpet cleaning improves cleanliness but does not guarantee removal of every stain or mark.

37. CARPET STAINS

37.1. We do not guarantee removal of stains including:

- ink;
- paint;
- dye;
- bleach damage;

- rust;
- urine staining;
- permanent discolouration;
- tanning;
- chemical damage;
- burns;
- historic stains;
- colour loss; or
- other permanent fibre damage.

37.2. Some apparent stains are permanent colour changes rather than removable contamination.

38. CARPET CONDITION

38.1. Cleaning may reveal:

- wear;
- fading;
- permanent staining;
- pile damage;
- previous repairs;
- colour variation;
- bleaching; or
- other pre-existing defects.

38.2. We do not guarantee that carpets will appear new after cleaning.

39. STAIN TREATMENT

39.1. Where appropriate, staff may attempt stain treatment.

39.2. Treatment will stop where further treatment would create an unreasonable risk of:

- fibre damage;
- colour loss;
- dye migration;
- distortion; or

- other damage.
-

40. OVEN CLEANING

40.1. Oven cleaning is only included where expressly stated in the quotation.

40.2. We will clean accessible components included within the booked service using appropriate cleaning methods.

40.3. Permanent:

- staining;
- carbon damage;
- corrosion;
- discolouration;
- enamel damage;
- damaged coatings;
- burnt-in marks; or
- wear

may remain after cleaning.

41. APPLIANCES

41.1. Internal appliance cleaning is only included where specified in the booked package or quotation.

41.2. Appliances should normally be:

- empty;
- accessible; and
- safe to clean.

41.3. Freezers should be defrosted in advance where internal freezer cleaning has been booked unless another arrangement has been expressly agreed.

42. WINDOWS AND GLAZING

42.1. Window and glazing cleaning is limited to the service specified in the quotation.

42.2. Standard packages do not include external high-level window cleaning unless expressly stated.

42.3. Windows which cannot safely be accessed may be excluded.

43. BUILDERS' RESIDUE

43.1. Paint, plaster, cement, silicone, adhesive, grout, construction dust or similar building residue may require specialist post-construction cleaning.

43.2. You must tell us beforehand if substantial builders' residue is present.

43.3. A standard Deep Clean or End of Tenancy Clean should not be assumed to include removal of significant construction residue.

44. WASTE

44.1. Ordinary small amounts of waste arising from the cleaning process will be dealt with appropriately.

44.2. The service does not include general house clearance or disposal of substantial quantities of:

- furniture;
- rubbish;
- personal belongings;
- building waste;
- hazardous waste; or
- abandoned contents

unless expressly agreed.

45. PETS AND ANIMALS

45.1. You must tell us about animals at the property where they could affect safe access or cleaning.

45.2. Animals which could:

- escape;
- interfere with cleaning;
- create a bite or attack risk; or
- otherwise present a hazard

must be appropriately secured before our staff arrive.

45.3. Our staff may refuse to enter or continue working where an animal presents an uncontrolled risk.

46. CHILDREN AND OTHER OCCUPANTS

46.1. Where possible, Deep Cleaning and End of Tenancy Cleaning should take place without unnecessary occupants in the immediate work areas.

46.2. Customers remain responsible for supervising:

- children;
- pets; and
- vulnerable persons

present at the property.

46.3. Our cleaning employees are not responsible for childcare, pet care or supervision.

47. CUSTOMER AND THIRD-PARTY CONDUCT

47.1. Our employees are entitled to work without:

- violence;
- threats;
- intimidation;
- harassment;
- sexual harassment;

- discriminatory abuse;
- aggressive behaviour; or
- unreasonable personal abuse.

47.2. This applies to conduct by:

- customers;
 - landlords;
 - tenants;
 - letting agents;
 - contractors;
 - visitors;
 - neighbours; and
 - any other person present.
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48. RIGHT TO LEAVE AN UNSAFE SITUATION

48.1. Our staff may stop work and leave immediately where they reasonably believe that:

- they are at risk of violence;
- serious aggression is occurring;
- harassment is occurring;
- there is an uncontrolled safety risk; or
- remaining at the property would be unsafe.

48.2. Where work cannot continue because of unacceptable conduct by the customer or another person for whom the customer is responsible, we may charge for work completed and reasonable losses resulting from termination of the appointment.

48.3. Serious incidents may be reported to the police or other appropriate authority.

49. HEALTH AND SAFETY

49.1. Our health and safety requirements take priority over completing a cleaning task.

49.2. A customer cannot require an employee to undertake work which our employee reasonably considers unsafe or contrary to Company safety requirements.

49.3. Staff may contact management for guidance before proceeding with unusual work.

50. CHEMICALS AND CLEANING METHODS

50.1. Our staff will select cleaning products and methods appropriate to the task, surface and contamination.

50.2. Customers must not require staff to:

- mix incompatible products;
 - use unidentified chemicals;
 - use chemicals contrary to manufacturer instructions;
 - use unsafe concentrations; or
 - use a method our staff reasonably consider unsafe.
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51. CUSTOMER-SUPPLIED PRODUCTS

51.1. We are not normally required to use customer-supplied chemicals or equipment.

51.2. Where a customer requests use of a particular product, our staff may decline where:

- safety information is unavailable;
 - the product is unsuitable;
 - it conflicts with our procedures;
 - it may damage the surface; or
 - our staff are not authorised or trained to use it.
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52. RESULTS AND EXPECTATIONS

52.1. We provide a professional cleaning service.

52.2. We do not provide a restoration, repair or redecoration service.

52.3. Our obligation is to carry out the contracted cleaning work with reasonable care and skill.

52.4. We cannot guarantee that cleaning will:

- restore every surface to new condition;
 - remove permanent damage;
 - remove every stain;
 - remove every mark;
 - remove all limescale;
 - correct wear;
 - correct discolouration;
 - repair damaged surfaces; or
 - satisfy requirements which were not included in the agreed service.
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53. COMPLETION TIMES

53.1. Any estimated duration is an estimate rather than a guarantee unless expressly agreed otherwise.

53.2. Cleaning time varies according to:

- property condition;
- layout;
- level of soiling;
- access;
- surfaces;
- staining;
- limescale;
- furniture;
- staff numbers; and
- other conditions.

53.3. Our staff may finish earlier or later than an initial estimate while completing the agreed work.

54. PHOTOGRAPHS FOR OPERATIONAL PURPOSES

54.1. Our staff may take reasonable photographs of the property where necessary for legitimate business purposes, including:

- recording pre-existing condition or damage;
- recording unusual soiling;
- recording hazards;
- recording inaccessible areas;
- evidencing work completed;
- quality control;
- communicating with management;
- responding to complaints;
- resolving disputes;
- insurance matters; or
- protecting the Company or customer where a disagreement arises.

54.2. Photographs will be limited to what is reasonably necessary for the relevant purpose.

54.3. Where reasonably practicable, photographs will avoid:

- people;
- personal correspondence;
- identifying documents;
- financial information;
- family photographs; and
- other unnecessary personal information.

54.4. Photographs will be handled in accordance with our privacy and data-protection requirements.

55. MARKETING PHOTOGRAPHS

55.1. We may sometimes wish to use suitable before-and-after photographs for:

- our website;
- social media;
- advertising; or

- other promotional material.

55.2. Where a photograph is identifiable as relating to a customer's private property or otherwise contains personal information, marketing use will be subject to an appropriate separate permission or other lawful basis.

55.3. Refusing marketing use will not affect the cleaning service you receive.

56. CUSTOMER PHOTOGRAPHS

56.1. Customers may send photographs when requesting a quotation.

56.2. Photographs should accurately represent relevant areas and should not deliberately conceal conditions which would materially affect the quotation.

57. DAMAGE CAUSED BY US

57.1. We will exercise reasonable care while working at your property.

57.2. If our staff negligently damage property while carrying out the contracted service, you must notify us as soon as reasonably possible and provide us with a reasonable opportunity to:

- inspect the damage;
- obtain relevant information;
- arrange repair;
- arrange replacement where appropriate; or
- refer the matter to our insurer.

57.3. Where we are legally responsible for damage, we will arrange an appropriate remedy or deal with the matter through our insurance where applicable.

58. INSURANCE CLAIMS

58.1. The fact that we hold insurance does not mean that every reported loss or defect is automatically an insured claim.

58.2. Where appropriate, we may refer a claim to our insurer and cooperate with its reasonable investigation.

59. DAMAGE FOR WHICH WE ARE NOT RESPONSIBLE

59.1. We are not responsible for:

- pre-existing damage;
- ordinary wear and tear;
- inherent defects;
- deterioration revealed by cleaning;
- damage caused by defective fittings;
- deterioration caused by historic limescale;
- permanent staining;
- colour loss which existed before cleaning;
- defects concealed beneath dirt;
- customer-supplied defective equipment; or
- damage which could not reasonably have been avoided despite reasonable care and skill.

59.2. Nothing in these Terms excludes liability which cannot lawfully be excluded.

60. INSPECTION AFTER THE CLEAN

60.1. Where reasonably possible, we recommend that you inspect the property promptly after the clean.

60.2. If you believe that an **included cleaning task** has been missed or has not been completed with reasonable care and skill, please contact us promptly and provide:

- details of the issue;
 - the relevant room or item; and
 - photographs where reasonably possible.
-

61. REPORTING CLEANING CONCERNS

61.1. We ask that visible cleaning concerns are normally reported within **48 hours of completion** where reasonably possible.

61.2. Prompt reporting allows us to investigate while the condition of the property is still reasonably comparable with the time at which our staff left.

61.3. A delay may make it more difficult to determine what occurred, particularly where:

- people have re-entered the property;
- contractors have attended;
- tenants have moved in or out;
- pets have been present;
- further cleaning has occurred; or
- the property has otherwise changed.

61.4. The 48-hour request does not remove any statutory rights which cannot lawfully be restricted.

62. REMEDIAL CLEANING

62.1. Where we determine that an included task was genuinely missed or not performed with reasonable care and skill, we will consider an appropriate remedy in accordance with applicable consumer law.

62.2. Where appropriate, this may include returning to repeat or correct the relevant cleaning work.

62.3. We must normally be given a reasonable opportunity to investigate and, where appropriate, rectify an issue before another cleaner is instructed at our expense.

63. ITEMS OUTSIDE THE PACKAGE

63.1. We will not provide free remedial work for a task which was never included in the agreed package or quotation.

63.2. This includes requirements subsequently raised by:

- landlords;
- letting agents;
- inventory clerks;
- new occupants; or
- other third parties

where the task was outside the contracted service.

63.3. We do not offer compensation merely because a third party expected additional work which you did not book.

64. PERMANENT MARKS ARE NOT A DEFECT IN THE SERVICE

64.1. The continued presence of a mark, stain, limescale deposit or other imperfection does not itself establish that the service was performed incorrectly.

64.2. We will consider whether reasonable cleaning treatment was carried out rather than whether complete restoration was achieved.

65. CHANGES REQUESTED ON THE DAY

65.1. Changes to the service should be arranged through our office.

65.2. Our cleaners may not have:

- time;
- equipment;
- chemicals;
- authorisation; or
- training

to undertake an additional task requested directly at the property.

65.3. Additional work must not be assumed to have been agreed until authorised by the Company.

66. PRICE CHANGES

66.1. We will not increase the agreed price merely because a clean takes longer than expected where the property and work are materially as described.

66.2. Additional charges may arise where:

- additional work is requested;
- additional rooms are added;
- the property was materially misdescribed;
- undisclosed extreme soiling is present;
- undisclosed hazards require additional measures;
- specialist equipment or PPE is required;
- additional services are requested; or
- another material change to the agreed service is made.

66.3. We will tell you about additional charges before carrying out additional chargeable work wherever reasonably practicable.

67. QUOTATION VALIDITY

67.1. A quotation may specify how long it remains valid.

67.2. Acceptance after that period may require the quotation to be reconfirmed.

68. BOOKING CONFIRMATION

68.1. A booking is confirmed when we confirm the agreed:

- service;
- date; and
- relevant quotation

following acceptance by the customer.

68.2. Where a deposit is required, confirmation may also be conditional upon receipt of that deposit.

69. DEPOSITS

69.1. We do not currently require a deposit for every booking.

69.2. We reserve the right to require a reasonable booking deposit in particular circumstances, including for:

- larger jobs;

- dates for which substantial staff time is reserved;
- unusual work;
- high-value bookings; or
- other bookings where management considers a deposit appropriate.

69.3. Any required deposit will be disclosed before the booking is confirmed.

69.4. Deposits must currently be paid by BACS unless we agree another method.

69.5. The treatment of a deposit following cancellation will be subject to these Terms and applicable consumer law. We will not retain an amount exceeding the loss we are lawfully entitled to recover.

70. CONSUMER CANCELLATION RIGHTS

70.1. Where you are a consumer and the contract is concluded at a distance or away from our business premises, you may have a statutory right to cancel the contract within **14 days** without giving a reason.

70.2. The cancellation period for a service contract normally begins when the contract is entered into.

70.3. Where the statutory right applies, we will provide the legally required cancellation information.

71. SERVICES REQUESTED WITHIN THE 14-DAY PERIOD

71.1. If you ask us to begin providing services during a statutory 14-day cancellation period, we may require your express request that performance begins during that period.

71.2. If you subsequently exercise a statutory cancellation right after performance has begun, you may be required to pay an appropriate proportion for services supplied before cancellation, where the legal requirements for doing so have been satisfied.

71.3. Where the service has been fully performed within the cancellation period following the required express request and acknowledgment, the statutory cancellation right may be lost once the service has been completed in full.

72. OUR NORMAL CANCELLATION POLICY

72.1. Outside any applicable statutory cancellation right, please give us as much notice as possible if you need to cancel or rearrange a booking.

72.2. We will normally try to accommodate reasonable requests to rearrange.

72.3. We recognise that genuine emergencies occur and will use reasonable discretion.

73. LATE CANCELLATIONS

73.1. Where a customer cancels at short notice, we may charge a reasonable cancellation amount reflecting losses directly caused by the cancellation.

73.2. We will take into account matters such as:

- staff time committed;
- unrecoverable costs;
- travel costs;
- work turned away;
- whether the slot can be filled by another customer; and
- costs saved because the work did not take place.

73.3. We will not impose a disproportionate cancellation penalty.

74. CANCELLATION BY US

74.1. We may need to cancel or rearrange a booking because of circumstances such as:

- staff illness;
- severe weather;
- vehicle breakdown;
- unsafe conditions;
- emergency;
- unexpected operational disruption; or

- another circumstance genuinely preventing safe or reasonable performance.

74.2. We will notify you as soon as reasonably possible.

74.3. Where we cancel for reasons which are not your fault and cannot provide the agreed service, you will not be charged for services not provided and any applicable prepayment for those services will be refunded.

74.4. We will not be responsible for losses which the law does not require us to compensate, but nothing in this clause excludes liability which cannot lawfully be excluded.

75. INVOICES

75.1. Unless payment has already been taken, an invoice will normally be issued after the work is completed.

75.2. Invoices will normally be issued:

- on the same day; or
- on the next working day.

75.3. Invoices are normally sent by email.

76. PAYMENT TERMS

76.1. Unless different terms are expressly agreed in writing, invoices are **due on receipt**.

76.2. You must ensure that the email address supplied for invoicing is accurate.

76.3. Failure to notice an invoice sent to the email address supplied does not automatically cancel the payment obligation.

77. PAYMENT METHODS

77.1. Depending upon the circumstances, we may accept:

- BACS;
- cash;

- cheque; or
- card payment.

77.2. Cash, cheque or card payment may be accepted on the day where arrangements permit.

77.3. BACS details will be provided on the invoice where applicable.

77.4. A card-payment option for an invoice can be provided on request where available.

78. CARD PAYMENTS

78.1. Card payments are processed through our authorised payment provider.

78.2. Customers must not send full card details to our employees by ordinary email, text message or other insecure means.

79. LATE PAYMENT – CONSUMERS

79.1. If a consumer invoice is not paid when due, we will normally:

1. send a polite payment reminder;
2. provide a reasonable opportunity to resolve any genuine query;
3. send a further reminder or formal request if payment remains outstanding; and
4. consider recovery action only where payment continues to remain unpaid.

79.2. Our preference is to resolve genuine payment difficulties reasonably rather than immediately adding charges.

79.3. We reserve the right to claim interest, court fees and other amounts which the law permits us to recover where formal debt-recovery action becomes necessary.

79.4. We will not impose disproportionate or hidden late-payment penalties on consumers.

80. LATE PAYMENT – BUSINESS CUSTOMERS

80.1. Where the customer is acting in the course of a business rather than as a consumer, statutory rights concerning late commercial payments may apply.

80.2. Where applicable, we reserve the right to claim:

- statutory interest;
- fixed debt-recovery compensation; and
- additional reasonable recovery costs

as permitted by law.

80.3. We may choose not to exercise those rights immediately where a customer is communicating with us and a reasonable resolution is likely.

81. DISPUTED INVOICES

81.1. If you genuinely dispute an invoice, please contact us promptly and explain:

- the amount disputed;
- the reason;
- the relevant service; and
- any supporting information.

81.2. Raising a genuine dispute does not permit an unrelated undisputed amount to be withheld indefinitely.

82. DEBT RECOVERY

82.1. Where an invoice remains unpaid despite reasonable reminders, we may take lawful recovery action.

82.2. This may include:

- a formal letter before action;
- referral for debt recovery;
- court proceedings; or
- another lawful remedy.

82.3. Recoverable court fees, interest and costs may be added where permitted by law.

83. CUSTOMER RESPONSIBILITY FOR ACCURATE INFORMATION

83.1. You are responsible for ensuring that information provided to us is materially accurate.

83.2. This includes information provided:

- by telephone;
 - by email;
 - through an online form;
 - through Bark or another enquiry platform;
 - in photographs; or
 - by another person acting for you.
-

84. PERSON BOOKING ON SOMEONE ELSE'S BEHALF

84.1. If you book on behalf of:

- a landlord;
- tenant;
- company;
- family member;
- property owner; or
- another person,

you must have appropriate authority to make the booking.

84.2. You must ensure that relevant access, safety and property information is communicated to us.

85. LETTING AGENTS AND LANDLORDS

85.1. Where a letting agent or landlord arranges the service, the quotation will identify the services the Company has agreed to provide.

85.2. Additional expectations which have not been communicated to us do not automatically become part of the contracted service.

86. BUSINESS CUSTOMERS

86.1. Where our service is purchased wholly or mainly for business purposes, consumer-specific statutory rights may not apply.

86.2. Any separate written commercial agreement takes priority where it expressly varies these Terms.

87. STATUTORY RIGHTS

87.1. Where you are a consumer, we will provide the service with reasonable care and skill as required by law.

87.2. Nothing in these Terms is intended to exclude or restrict:

- statutory consumer rights;
 - liability for death or personal injury caused by negligence;
 - liability for fraud or fraudulent misrepresentation; or
 - any other liability which cannot lawfully be excluded.
-

88. EVENTS OUTSIDE REASONABLE CONTROL

88.1. Sometimes events outside our reasonable control may delay or prevent performance.

88.2. Examples may include:

- severe weather;
- flooding;
- road closure;
- major transport disruption;
- utility failure;

- emergency;
- serious staff illness;
- government restrictions; or
- another comparable event.

88.3. We will take reasonable steps to minimise disruption and will contact you where the booking is materially affected.

89. KEYS AND SECURITY

89.1. Keys, codes and access information provided to us will be handled in accordance with our security arrangements.

89.2. Please do not provide unnecessary security information.

89.3. Customers should change temporary access codes where appropriate after the service has concluded.

90. ALARMS

90.1. Where an alarm must be set or unset, accurate instructions must be provided beforehand.

90.2. Our staff will not undertake specialist security or alarm-response duties merely because they have access to the property.

91. ITEMS LEFT AT THE PROPERTY

91.1. Unless waste removal has expressly been agreed, our staff will not decide whether apparently abandoned property should be thrown away where ownership or intention is unclear.

91.2. Customers should remove unwanted belongings before an End of Tenancy Clean or clearly arrange disposal requirements with us beforehand.

92. LOST PROPERTY

92.1. Property found during cleaning which appears valuable or personal will normally be left safely at the property or reported to the customer where appropriate.

92.2. Our employees must not retain customer property.

93. COMMUNICATION WITH OUR CLEANING STAFF

93.1. Customers are welcome to explain reasonable property-specific information to the cleaning team.

93.2. Changes involving:

- price;
- additional services;
- major changes in scope;
- extra rooms;
- future bookings; or
- complaints

should be referred to the office.

94. DIRECT PRIVATE WORK

94.1. Our cleaning employees are not authorised to enter into private cleaning arrangements with Company clients while acting on behalf of the Company.

94.2. Please contact the office if you require additional or future cleaning services.

95. SAFEGUARDING

95.1. Our staff must comply with Company safeguarding requirements.

95.2. Customers must not ask staff to undertake responsibilities outside their cleaning role such as:

- supervising children;
 - caring for vulnerable persons; or
 - transporting people.
-

96. PRIVACY

96.1. Personal information supplied in connection with enquiries, quotations and bookings will be handled in accordance with our privacy and data-protection arrangements.

96.2. We may retain information reasonably necessary for:

- providing the service;
- invoicing;
- accounting;
- customer service;
- complaints;
- legal obligations; and
- establishing, exercising or defending legal claims,

subject to applicable data-protection requirements.

97. COMPLAINTS

97.1. If you are unhappy with our service, please contact the office and give us a reasonable opportunity to investigate.

97.2. We ask customers to explain:

- what has happened;
- which contracted task is affected;
- when it was discovered; and
- what outcome they are seeking.

97.3. We will consider complaints fairly and distinguish between:

- work which was included but not properly completed;
- permanent staining or damage which cleaning could not remove;
- inaccessible areas;

- work excluded for safety reasons;
 - tasks which were not booked; and
 - requirements introduced after the clean.
-

98. NO THIRD-PARTY EXPANSION OF THE CONTRACT

98.1. A landlord, agent or inventory clerk cannot retrospectively expand the scope of the service we agreed with you.

98.2. If they identify something that was included in your quotation and was not properly completed, please contact us.

98.3. If they identify something that was not included in the booked service, it will not normally be treated as remedial work.

99. PRIORITY OF DOCUMENTS

99.1. If there is a conflict between documents, the following order will normally apply:

1. any specific written amendment expressly agreed by the Company for your booking;
 2. your accepted quotation;
 3. the relevant package specification supplied or identified with the quotation;
 4. these Terms and Conditions.
-

100. CHANGES TO YOUR BOOKING

100.1. Changes are only binding when agreed by the Company.

100.2. A casual conversation with a cleaner at the property does not automatically amend:

- the quotation;
 - the package;
 - the price; or
 - these Terms.
-

101. SEVERABILITY

101.1. If any provision of these Terms is found to be unlawful or unenforceable, the remaining provisions will continue to apply so far as legally permitted.

102. GOVERNING LAW

102.1. These Terms and Conditions are governed by the law of England and Wales.

102.2. Nothing in this clause removes any mandatory jurisdictional rights available to a consumer.

103. ACCEPTANCE

By accepting our quotation and confirming the booking, you confirm that:

- you have read these Terms and Conditions;
 - the property information you have supplied is materially accurate;
 - you have disclosed known unusual hazards and extreme conditions;
 - you have checked the package specification;
 - you understand that additional services must be expressly included;
 - you understand that cleaning does not guarantee removal of permanent stains, marks or damage;
 - you understand that we do not guarantee the return of a tenancy deposit;
 - you will provide safe access, adequate lighting, water and electricity;
 - you will tell us in advance if hot water is unavailable;
 - you will inform us of unusual high-level or inaccessible cleaning requirements;
 - you understand that our staff will not undertake unsafe work; and
 - you agree to pay the charges properly due under the booking.
-

IMPORTANT INFORMATION BEFORE YOUR CLEAN

To help us provide the best possible service, please make sure that before our team arrives:

- ✓ **The property description you gave us is accurate.**
- ✓ **You have checked exactly what your package includes.**
- ✓ **Any landlord or letting-agent handover requirements have been sent to us.**
- ✓ **All additional rooms and services have been declared.**
- ✓ **The property has working water and electricity.**
- ✓ **You have told us if there is no hot water.**
- ✓ **There is adequate lighting.**
- ✓ **Our staff can gain safe access and leave safely.**
- ✓ **Surfaces are reasonably accessible.**
- ✓ **Excessive belongings and rubbish have been removed.**
- ✓ **Known hazards or extreme soiling have been disclosed.**
- ✓ **Unusual high-level cleaning requirements have been disclosed.**
- ✓ **Pets or animals which could interfere with the clean are safely secured.**
- ✓ **Keys, codes and access arrangements are correct.**
- ✓ **You or your nominated contact can be reached if we need to speak to you.**

Failure to tell us about a material condition may prevent us from completing all or part of the clean and may result in additional charges where additional work or safety measures are required.

If you are unsure whether something is included or whether we need to know about a particular condition, please contact the office before the appointment.