

Terms & Conditions

Professional Cleaning Services – Terms and conditions

1. Contract of agreement

- These terms and conditions represent a contract between What Cleaning! Ltd and the client.
- The client agrees that any use of The Company's services, including placing an order for services by telephone, email or website forms shall constitute the Client's acceptance of these Terms and Conditions.
- Unless otherwise agreed in writing these Terms and Conditions shall prevail over any other terms of business or purchase conditions put forward by The Client.
- No variation or alteration of these Terms and Conditions shall be valid unless approved in writing by a director of the Company.
- The Company operates a minimum charge of £95.00 Plus VAT per visit

2. Payment

- All work carried out by The Company at your request, will be charged accordingly. Any work undertaken by The Company on behalf of The Client is carried out on the basis that The Client has fully approved such work whether or not we have received an official order providing there is evidence of written or verbal confirmation to proceed, including letter, or email correspondence between the parties.
- Payments of fees rendered by invoice are due within the dates stated on the invoice via HSBC, our appointed Bank.
- All Payments will be requested in advance of any work(s) being undertaken either via an official invoice or payment information supplied over the telephone.
- Any and all payment information that is taken from a debit or credit card will not be stored on any network within the company. Payments will be taken immediately, and information will then be destroyed appropriately.

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- Payments to be made in advance of a clean prior to 16.00 the day before or if the clean falls on a Monday, the payment will be due by 16.00, the Friday prior.
- All Cleaning service prices are reviewed each year and adjusted inline with inflation, minimum wage increases or any reasonable circumstances.

3. Equipment

- Cleaning materials are provided by the Company. If you require us to use your solutions or equipment, they must be safe to use/operate, in full working order and must not require any special skills to be used for the purpose of cleaning.
- If the Client has equipment that is complicated to operate, the Client must provide clear and detailed instructions to the Cleaner.
- If the Client requires the Cleaner to use their own materials and equipment including vacuum cleaner the Company cannot accept any liability should anything go wrong with either the equipment or the outcome of using it.
- We provide all equipment including professional carpet cleaning machine, vacuum cleaner and commercial grade chemicals
- All machinery is PAT tested via one of our in house fully qualified electrical engineers.

4. Checklists and reports

- All cleaning contractors are precisely trained to carry out all aspects of professional cleaning however, each and every job comes with a specific checklist that they must sign off.
- At the start and end of each clean, the cleaning contractors are required to carry out a specific cleaning report which will highlight the work that has been carried out along with before and after photos.
- This report can serve as proof of professional clean if requested via an agency or landlord

5. Cancellation

- The Client agrees to pay the full price of the cleaning visit, if: a) The Client cancels or changes the date/time less than 24 hours prior to the scheduled appointment; b) The Client fails to provide access to the service premises thus preventing the Company to carry out the booked work; c) There is a problem with the Client's keys and the Cleaner cannot let themselves in. If keys are provided, they must open all locks without any special efforts or skills.
- If the Client needs to change a cleaning day or time the Company will do its best to accommodate them. A minimum of 24 hours' notice is required. Please note that the Company cannot guarantee that the same operative will be available on the new day and at the time the Client requires. Any changes in the cleaning schedule are subject to availability .
- The Company's cleaning operatives work on any day of the week including Bank Holidays. If the Client's cleaning visit is due on a Bank Holiday and she/he hasn't called or e-mailed the Company to cancel the visit 24 hours prior to the start of the cleaning session, the Client agrees to and understands that the regular amount due for that cleaning visit will be charged regardless of whether the cleaning operative has cleaned the Client's property or not.

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6. Refunds

- No refund claims will be given once the cleaning service has been carried out. If for any reason the Client is dissatisfied with any aspect, they must notify the Company within 72 hours, and this will be rectified within 7 days.
- Refund will be issued only if the Client has cancelled a cleaning visit within the allowed time (24 hours) prior to the start of the cleaning session and a payment has been already received by the Company.
- Refund will be issued if a Cleaner does not attend a cleaning visit, payment for which has been already received by the Company

7. Liability

- The Company shall not be liable under any circumstances for or any loss, expense, damage, delay, costs, or compensation (whether direct, indirect, or consequential) which may be suffered or incurred by the Client arising from or in any way connected with a late arrival of Company operatives at the service address. The Company endeavours to be right on time on any visit but sometimes due to transport related and other problems which are beyond the Company's control, the Company operatives may arrive with a delay, or the cleaning visit may be re-scheduled.
- The Company shall not be liable under any circumstances for or any loss, expense, damage, delay, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client arising from or in any way connected with – 1. A cleaning job not complete due to the lack of hot water or electricity 2. Third party entering or present at the Client's premises during the cleaning process; 3. Any existing damage to Client's property in the form of old stains/burns/spillages etc. which cannot be cleaned/removed completely by the cleaning operative. Any damages worth £100.00 or less

8. Additional Terms

- If the Client requests keys to be collected by the Company's operatives from a third party's address, then a charge will apply. The charge will cover only the pickup of keys. If said keys need to be returned back to the third party's address or any other address, an additional charge will apply.
- The Company reserves the right to amend the initial quotation, should the Client's original requirements change.
- If any estimates of how long it will take the cleaning operatives to complete the job are being provided those are only estimates based on the average time it takes to clean a home or an office of similar size to the Client's, it being difficult to calculate precisely how long such tasks may take and that a degree of flexibility may be required. Please note that one off cleans may take longer to complete due to longer between intervals cleaning sessions, number and type of cleaning tasks required, when compared to the regular maintenance cleaning of the same property.
- The Client understands that the price he has been quoted may vary according to condition of property and room sizes etc.
- In order to correctly carry out a full professional clean, we require the property to be completely vacant unless agreed otherwise at point of booking. This means that when we arrive to the property, we expect it to be empty of all personal belongings, perishables, household furniture(unless that belonging to the property) and no longer occupied. The cleaning contractors

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are not expected to carry out their role whilst still in occupancy. If you have scheduled a clean, then we kindly request that you make other arrangements for the duration. We gladly invite you to return at the end of the clean to inspect the final product.

- The Company shall endeavour to arrange a replacement cleaner if your regular cleaner cannot attend. There is no guarantee that a cleaner or cleaning team can be located and allocated to your clean.
- The Company reserves the right to make reasonable changes to the Terms and Conditions in agreement with the other party.

9. Our Guarantee

- The Company has built its business and reputation by providing its clients with the best possible cleaning service available. Still, the Company realises, that because its operatives are human beings, they sometimes make mistakes. For this reason, the Company offers a Guarantee of return. If any of the parties involved with the tenancy agreement, are dissatisfied with any aspect of the clean, within reason, we will return to the property free of charge.
- Please note that this guarantee will not apply if the condition of the premises has deteriorated or been tampered with since the original cleaning was undertaken.