

2026 Terms and Conditions for Cleaning Services

These Terms and Conditions (“Terms”) apply to all cleaning services (“Services”) provided by Rosemond Property Services Ltd (“we”, “us”, “our”). By booking our Services, you agree to be bound by these Terms.

Please read these terms and conditions (Terms) carefully and make sure that you understand them before ordering any Services from us. By ordering any of our Services (whether by telephone, fax, email, via our website or otherwise), you agree to be bound by these Terms. You should print a copy of these Terms for future reference.

1. Information about us

1.1 We are Rosemond Services Ltd a company registered in England and Wales under **company number 12584761**; Registered office address: **1 Kings Avenue, London, United Kingdom, N21 3NA**

2. Our Contract with You

2.1 These Terms will become binding on you and us when we confirm to you that we have accepted your order for Services (Order), at which point a contract will come into existence between you and us. We will discuss your requirements with you, either by telephone or email. Once you have confirmed that you wish to go ahead with the agreed work at the agreed price, we will accept your Order by sending you a confirmation of booking by email, at which stage the contract between us is made.

2.2 If any of these Terms conflict with any term of the Order, the Order will take priority, unless the conflict relates to clause 7 (our liability to you), which will take priority.

3. Changes to Order or Terms

3.1 We may revise these Terms from time to time in the following circumstances:

- (a) if there are changes in how we accept payment from you;
- (b) if there are changes in relevant laws and regulatory requirements; or
- (c) when we carry out an annual review of the prices you pay for the Services.

3.2 If we revise these Terms under clause 3.1, we will give you at least one month’s written notice of any changes to these Terms before they take effect (other than where clause 3.1(b) applies, where the change will be immediate). You can choose to cancel the contract in accordance with clause 9.

3.3 You may make a change to the Order for Services at any time before the start date for the Services by contacting us at least 48 hours’ prior to service takes place. Where this means a change in the total price of the Services, we will notify you of the amended price in writing.

3.4 If you wish to cancel an Order before it has been fulfilled, please see your right to do so in clause 9

4. Providing Services

4.1 Further details relating to our Services are set out in the Schedule to these Terms.

4.2 We will make every effort to complete the Services on time. There may, however, be delays due to an Event Outside Our Control. Please see clause 8 for our responsibilities where an Event Outside Our Control happens.

4.3 We will need certain information from you that is necessary for us to provide the Services, for example, your name, address, number(s), email address and payment details. We will contact you about this whether by email, letter or by telephone. If you do not provide us with this requested information, or you provide us with incomplete or incorrect information, we may make an additional charge of a reasonable sum to cover any extra work that is required, or we may suspend the Services by giving you written notice. We will not be liable for any delay or non-performance where you have not provided this information to us after we have asked. If we suspend the Services under this clause 4.3, you do not have to pay for the Services while they are suspended, but this does not affect your obligation to pay for any invoices we have already sent you.

4.4 We may have to suspend the Services if we must deal with technical or staffing problems. We will contact you to let you know in advance where this occurs, unless the problem is urgent or an emergency. You do not have to pay for the Services while they are suspended under this clause 4.4 but this does not affect your obligation to pay for any invoices we have already sent you. Alternatively, we reserve the right to offer to provide you with replacement personnel to perform the Services in the event of staffing issues, subject to your consent. If you do not pay us for the Services when you are supposed to as set out in clause 5, we may suspend the Services with immediate effect until you have paid us the outstanding amounts (except where you properly dispute an invoice under clause 5.10). We will contact you to tell you this. This does not affect our right to charge you interest under clause 5.9.

5. Price and Payment

5.1 The price of the Services will be set out in our price list in force at the time we confirm your Order. Our prices may change at any time, but price changes will not affect Orders that we have confirmed with you.

5.2 We reserve the right to review our prices for the Services. We will give you at least one month's written notice of any changes to our rates before they take effect. You can choose to cancel the contract in accordance with clause 9.

5.3 Our prices are shown exclusive of VAT, which shall be added to our prices as the prevailing rate. If the rate of VAT changes between the date of the Order and the date of performance of the Services we will adjust the rate of VAT that you pay, unless you have already paid for the Services in full before the change in the rate of VAT takes effect.

5.4 For regular Services (such as weekly or fortnightly cleaning) we will invoice you in advance for the Services. You must pay each invoice in cleared monies (without deduction or set off) by direct payment to our bank account or by credit/debit card.

5.5 Where you require One-Off Services or do not have a contract in place with us, we reserve the right to request you to make an Advance Payment. You must pay each invoice in cleared monies (without deduction or set off) by direct payment to our bank account or by credit/debit card.

5.6 In the event that you request us to provide Services on a regular basis, but later cancel such Services after one visit, we reserve the right to charge you a supplement to reflect our higher prices for one-off Services.

5.7 If we are forced to refer your account for collection to a third party, then extra costs may be added to the outstanding amount by the debt collection company.

5.8 Where you pay by cheque and it is returned unpaid; we will charge you a flat fee of £25 in addition to any outstanding fees.

5.9 If you do not make any payment due to us by the due date for payment, we may charge interest to you on the overdue amount at the rate of 3% a year above the base rate of the Bank of England from time to time. This interest shall accrue on a daily basis from the due date until the actual payment of the overdue amount, whether before or

after any judgment. You must pay us interest together with any overdue amount. In addition to our right to charge you interest or as an alternative (in our sole discretion) we reserve the right to suspend the provision of Services until you have paid all overdue amounts in full.

5.10 If you dispute an invoice in good faith and contact us to let us know promptly (and no more than 14 days after receiving an invoice), clause 5.9 will not apply for the period of the dispute.

5.11 We reserve the right to set off against any sums we may owe to you any sums you owe to us.

6. If there is a problem with the Services

6.1 If you are not satisfied with our Services, we offer to reclean your premises to your reasonable satisfaction, subject to the remaining provisions of this clause 6.

6.2 All Services shall be deemed to have been performed to reasonable satisfaction unless you notify us in accordance with the provisions of this clause 6.2. In the unlikely event that there is a defect with the Services:

- (a) you are required to contact us in writing (by letter or email) and tell us as soon as reasonably possible (and in any event within 24 hours of the Services being provided);
- (b) We will not provide refunds; you agree to give us a reasonable opportunity to repair or fix any defect caused by us or to reclean any disputed areas/items;
- (c) we will use every effort to repair, remedy or fix the defect caused by us to your reasonable satisfaction as soon as reasonably practicable free of charge;
- (d) if a broken or damaged item cannot be repaired, we may provide a replacement or reimburse you for the fair market value of the item;
- (e) you agree to provide us with such assistance and cooperation as we shall reasonably require to remedy a problem, including providing us with access to the relevant premises within 24 hours of you reporting an issue so that we can use our best endeavours to resolve any issues to your reasonable satisfaction;
- (f) where you or your representatives are on site at the time of performance of the Services, you agree to draw our personnel's attention to any alleged defects before they leave your premises;
- (g) you agree to notify us before completion of the Services if you are appointing a third party to check the Services;
- (h) you will not appoint a third party to attempt to remedy any defect, damage or breakage without consulting us first and any attempt to do so may prejudice your right to require us to remedy, repair or replace items.

6.3 Whilst we make every effort not to break or damage items, accidents do happen. Please ensure that any valuable items (whether in monetary or in sentimental value) are safely stored prior to our Services being performed.

6.4 Please note that we will not be liable for any damage were caused by faulty materials or installations. We will assume that all natural surfaces (such as marble, glass, wood or natural stone) are appropriately sealed for us to provide our Services, unless you notify us to the contrary in writing before we commence the Services.

6.5 We will cooperate with all relevant authorities, including insurance companies and/or the police, in the event that we believe you to be involved in the provision of any misleading information, misrepresentation or fraud in relation to any claim.

6.6 If you are a consumer, you have legal rights in relation to Services not carried out with reasonable skill and care. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards office. Nothing in these Terms will affect these legal rights.

7. Our Liability to You

7.1 We do not exclude our limit or exclude our liability in any way for:

- (a) death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors;
- (b) fraud or fraudulent misrepresentation;
- (c) (if you are a consumer), breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession);
- (d) (if you are a consumer), breach of the terms implied by sections 3, 4 and 5 of the Supply of Goods and Services Act 1982 (description, satisfactory quality, fitness for purpose and samples); and
- (e) (if you are a consumer), defective products under the Consumer Protection Act 1987;
- (f) any other liability which cannot be excluded or limited by law.

7.2 Subject to clause 7.1, we shall not be responsible to you for:

- (a) existing damage to your property, such as (but not limited to) old stains/burns/spillages which cannot be cleaned or removed completely using the industry standard cleaning methods;
- (b) damages caused to natural surfaces (such as marble, glass, wood or natural stone), unless you have notified us in writing of their presence before we commence the Services
- (c) items of sentimental value, art, antiques, china and porcelain, cash and jewellery;
- (d) your dissatisfaction with the Services caused by you or anyone else walking on wet floors or using appliances during or shortly after the cleaning process;
- (e) any odours arising during or after the performance of the Services due to such factors as lack of ventilation and/or inappropriate heating;
- (f) any faulty equipment and/or materials provided by you;
- (g) our inability to access your property owing to faulty or incorrect keys/locks.
- (h) malfunction or fault of any household appliance, including (but not limited to) electrical or electronic devices, and any damages caused as a result of such malfunction or fault.

7.3 Subject to clauses 7.1 and 7.2:

(a) we shall under no circumstances whatever be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with these Terms; and

(b) our total liability to you in respect of all other losses arising under or in connection with these Terms, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed £5,000,000.

7.4 We hold insurance to cover our liabilities under these Terms.

8. Events Outside Our Control

8.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these Terms that is caused by an Event Outside Our Control.

8.2 An Event Outside Our Control means any act or event beyond our reasonable control, including (without limitation) strikes, lock-outs or other industrial action, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, failure of any electricity or water supplies, failure of any public transport network, or failure of public or private telecommunications networks, inability to enter your premises, or failure or absence of any keys, equipment or materials to be provided by you. If an Event Outside Our Control takes place that affects the performance of our obligations under these Terms:

(a) we will contact you as soon as reasonably possible to notify you; and

(b) our obligations under these Terms will be suspended and the time for performance of our obligations will be extended for the duration of the Event Outside Our Control. Where the Event Outside Our Control affects our performance of Services to you, we will restart the Services as soon as reasonably possible after the Event Outside Our Control is over.

8.3 You may terminate the contract if an Event Outside Our Control takes place and you no longer wish us to provide the Services. Please see your cancellation rights under clause 9. We will only terminate the contract if the Event Outside Our Control continues for longer than 30 days in accordance with our cancellation rights in clause 9.

9. Your Rights to Cancel and to Receive a Refund

9.1 The cancellation rights set out in clause 9.2 below apply only if you are a consumer and they only apply in relation to the first occasion we provide any Services of any kind to you.

9.2 Before we begin to provide Services to you for the first time, you may cancel your initial Order for Services at any time before the start date for the initial Services by giving us at least 48 hours' notice by contacting us by telephone, email or fax before the Services are due to take place. You also have the right to cancel our Services by contacting us because we are affected by an Event Outside Our Control. We will confirm your cancellation in writing to you.

9.3 If you cancel an Order under clause 9.2 and you have made any payment in advance for Services that have not been provided to you, we will refund these amounts to you.

9.4 However, if you cancel an Order for Services under clause 9.2 and we have already started work on your Order by that time, you will pay us any costs we reasonably incurred in starting to fulfil the Order, and this charge will be deducted from any refund that is due to you or, if no refund is due to you, invoiced to you. We will tell you what these costs are when you contact us. In all other circumstances if you wish to cancel or change the date of any Services you must give us not less than 48 hours' prior notice before the Services are due to be performed. Such

cancellation notice may be given by telephone, fax, post or email. Please note that our incoming emails and telephone messages are checked between the hours of 08.00 to 19.00 Monday to Friday (excluding public holidays) and between 09.00 and 16.00 on Saturday and Sunday, so any cancellation or change notification received during that period shall be deemed to have been received on the next working day.

9.5 If we are prevented from carrying out our scheduled Services because you have failed to provide us with at least 48 hours' notice of cancellation under clause 9.4 or if you fail to provide us with access to the property at which the Services are due to take place, or you have not provided us with the necessary electricity and water supplies, or you have provided faulty or defective equipment or insufficient cleaning materials we reserve the right to retain your advance deposit (where you have requested one-off Services) or to charge you in full for the cancelled Services and levy an additional cancellation charge of £25 (where you have requested regular Services).

9.6 We may have to cancel an Order before the start date for the Services, due to an Event Outside Our Control or the unavailability of key personnel or key equipment/materials without which we cannot provide the Services. We will promptly contact you if this happens. In such circumstances, if you have made any payment in advance for Services that have not been provided to you, we will refund these amounts to you or provide you with a credit note where you require Services on a regular basis.

9.7 Any requests for refunds or price adjustments must be referred to us in writing.

10. Termination of the Contract between Us

10.1 Where we provide the Services to you on a regular basis, you may terminate the contract for the Services at any time by providing us with at least 30 calendar days' notice in writing or where we are providing you with one-off Services such as End of Tenancy cleaning, you may terminate the contract for Services by giving us not less than 48 hours' notice in writing. Any advance payment you have made for Services that have not been provided will be refunded to you.

10.2 Once we have begun to provide the Services to you, you may terminate the contract for Services with immediate effect by giving us written notice if:

- (a) we breach this contract in any material way and we do not correct or fix the situation within 14 days of you asking us to in writing;
- (b) we go into liquidation or a receiver or an administrator is appointed over our assets;
- (c) we change these Terms under clause 3.2 your material disadvantage;
- (d) we are affected by an Event Outside Our Control.

10.3 Once we have begun to provide the Services to you, we may terminate the contract for the Services at any time by providing you with at least 30 days' notice for regular Services or 24 hours' notice for one-off Services. If you have made any payment in advance for Services that have not been provided to you, we will refund these amounts to you.

10.4 We may cancel the contract for Services at any time with immediate effect by giving you written notice if:

- (a) you do not pay us when you are supposed to as set out in clause 5. This does not affect our right to charge you interest under clause 5.9; or
- (b) you breach the contract in any other material way and you do not correct or fix the situation within 14 days of us asking you to in writing;

(c) if you are a business, you go into liquidation or a receiver or an administrator is appointed over your assets.

11. Notices

11.1 If you have any questions or if you have any complaints, please contact us by telephoning our customer service team on +44208050 5738 / www.rosemondservices.co.uk / team@rosemondservices.co.uk

11.2 If you wish to contact us in writing, or if any clause in these Terms requires you to give us notice in writing (for example, to cancel the contract), you can send this to us by e-mail, by hand, or by pre-paid post to Rosemond Property Services Ltd Building 3, North London Business Park, N11 1GN and/or team@rosemondservices.co.uk We will confirm receipt by contacting you in writing. If we must contact you or give you notice in writing, we will do so by e-mail, by hand, or by pre-paid post to the address you provide to us in the Order or you have otherwise given to us.

12. How We may use Your Personal Information

12.1 We will use the personal information you provide to us to:

- (a) provide the Services;
- (b) process your payment for such Services; and
- (c) inform you about similar products or services that we provide, but you may stop receiving these at any time by contacting us.

12.2 You agree that we may pass your personal information to credit reference agencies and that they may keep a record of any search that they do.

12.3 We will not give your personal data to any other third party, other than to our cleaning operatives and anyone assisting us in the performance of the Services.

12.4 We reserve the right to take property pictures and record all telephone conversations for training, quality control, record keeping and fraud prevention purposes.

13. Other Important Terms

13.1 We may transfer our rights and obligations under these Terms to another organisation, and we will always notify you in writing if this happens, but this will not affect your rights or our obligations under these Terms. In this context we hereby notify you that some of our Services may be performed by our group company, Field Task Limited, but the contract will be between you and us and we will remain liable for Field Task Limited's acts or omissions.

13.2 You may only transfer your rights or your obligations under these Terms to another person if we agree in writing.

13.3 These Terms and each Order constitutes the entire agreement and contract between the parties and you acknowledge that you have not relied on any statement, promise or representation made or given by us or on our behalf which is not set out in that contract.

13.4 These Terms and each Order apply to the contract between us to the exclusion of any other terms that you seek to impose or incorporate, or which are implied by trade, custom, practice or course of dealing.

13.5 This contract is between you and us. No other person shall have any rights to enforce any of its terms.

13.6 Each of the clauses of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining clauses will remain in full force and effect.

13.7 If we fail to insist that you perform any of your obligations under these Terms, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.

13.8 These Terms are governed by English law. You and we both agree to submit to the non-exclusive jurisdiction of the English courts.

Rosemond Services – Cleaning Services Schedule

Additional Charges & Exclusions

- Extensively furnished properties: Additional £30 + VAT
- Cleaning vehicle parking: £30 if no parking or permits are provided.
- Heavily soiled properties: Additional £150 + VAT
- Stains: We do not guarantee removal of stains such as rust, mildew, mould embedded in sealants, or damage caused by hard water build-up or lack of maintenance.
- Exclusions: Blinds, carpets, exterior windows, balconies, ovens & oven trays, extractor fans, hobs, and tops of cupboards (must be requested).
- Window cleaning: Interior frames are not cleaned; please inform us if this is required.
- Painted walls: We do not clean painted walls.
- Rubbish removal: Additional £10 + VAT per bin liner.
- Vacant possession: Cleaning is undertaken only with vacant possession.
- Property condition: Prices assume single-level properties in normal dirty condition. Excessive dirt or heavily soiled properties may incur additional charges.
- Upholstery cleaning: Email photos/videos of stains, including details of prior cleaning attempts.
- Apartment requirements: Must be empty of belongings, and freezers must be defrosted.
- Large properties: Houses, maisonettes, mansions may incur extra costs for additional rooms, staircases, etc. Accurate pricing available on request.

1. General Cleaning Provisions

1.1 Regular Cleaning Services

(a) A detailed list of cleaning tasks must be provided before each service. Verbal descriptions are insufficient; Rosemond Services is not responsible for tasks not listed.

(b) The same cleaner may not always perform services; we will accommodate reasonable requests where possible.

(c) Notify us at least 48 hours before a bank holiday if services are not required.

1.2 Employee & Sub-contractor Non-Solicitation

You may not solicit or entice our employees or sub-contractors for 18 months after contract termination without written consent. Any approved solicitation requires payment of £1,500 per employee/sub-contractor plus VAT.

2. Equipment & Materials

2.1 Client-Provided Materials

Clients are not responsible for End-of-Tenancy (EOT) cleaning materials and equipment. For domestic cleaning or any services requiring specific materials, additional charges may apply. Clients are not required to supply cleaning materials or equipment unless explicitly agreed. Any items provided must be in safe working order, with instructions for complex equipment. If materials are not provided, Rosemond Services may supply them at cost plus a service charge.

3. One-Off Cleaning (End of Tenancy, Post-Build, After Party, Spring Cleaning, Events)

3.1 Scope

These services are agreed upon per order; charges are not hourly or dependent on the number of staff, but based on property condition, size, number of rooms, bathrooms, and WCs.

3.2 Additional Charges

Additional fees may apply for the following and would need to be booked in advance

- Steam cleaning
- Oven cleaning
- Moving items from cupboards
- Dusting books
- Cleaning walls/ceilings
- External spaces (balconies, patios, gardens)

3.3 Quotations

- Based on national average room sizes; actual room size discrepancies >10% may result in revised rates.
- Written quotations valid for 30 days.
- Debris from tradesmen/building work is excluded unless agreed.

3.4 Furniture

Furniture may be moved if it can be safely handled by one person. However, due to health and safety larger pieces of furniture will not be removed. If you would like us to move furniture this needs to be noted before the job is confirmed

3.5 Timing

Actual cleaning times may vary. Badly neglected properties or post-event cleaning may take up to three times longer than standard homes.

4. Steam Cleaning

- Not suitable for suede, coir, sisal, jute, seagrass, or other natural plant fibers.

- Net curtains are excluded.
- We provide all equipment and solutions; clients must supply running water and electricity.
- Charges based on average room sizes or per metre.
- Parking/congestion charges may apply; temporary/visitor permits must be provided if no parking available.

5. Keys

- Additional charge applies for collection/delivery of keys beyond 300 metres.
- Wrong keys incur further charges; liability limit £30 per location.
- Lost keys by our operatives require replacement/locksmith fees.

6. Venetian Blinds

- Cleaning of venetian blinds is not included in standard services; please request a price list.

7. Terms & Conditions Recap

- Cleaning assumes properties are in normal dirty condition. Excessive soiling may incur extra charges.
- Vacant possession required for all cleaning.
- Apartments must be empty,
- Freezers defrosted.
- Large or irregular properties may require a bespoke quotation.
- Additional charges for furniture, parking, steam cleaning, rubbish removal, and special cleaning requests.
- We do not clean walls
- We cannot guarantee that stains / limescale/ mould will lift
- We cannot guarantee the complete removal of all odors
- Large furniture will not be lifted or moved

Rosemond Services – Cleaning Services Schedule

Additional Charges & Exclusions

- Extensively furnished properties: Additional £30 + VAT
- Cleaning vehicle parking: £30 if no parking or permits are provided.
- Heavily soiled properties: Additional £150 + VAT
- Stains: We do not guarantee removal of stains such as rust, mildew, mould embedded in sealants, or damage caused by hard water build-up or lack of maintenance.
- Exclusions: Blinds, carpets, exterior windows, balconies, ovens & oven trays, extractor fans, hobs, and tops of cupboards (must be requested).
- Window cleaning: Interior frames are not cleaned; please inform us if this is required.
- Painted walls: We do not clean painted walls.
- Rubbish removal: Additional £10 + VAT per bin liner.
- Vacant possession: Cleaning is undertaken only with vacant possession.
- Property condition: Prices assume single-level properties in normal dirty condition. Excessive dirt or heavily soiled properties may incur additional charges.
- Upholstery cleaning: Email photos/videos of stains, including details of prior cleaning attempts.
- Apartment requirements: Must be empty of belongings, and freezers must be defrosted.
- Large properties: Houses, maisonettes, mansions may incur extra costs for additional rooms, staircases, etc. Accurate pricing available on request.

1. General Cleaning Provisions

1.1 Regular Cleaning Services

- (a) A detailed list of cleaning tasks must be provided before each service. Verbal descriptions are insufficient; Rosemond Services is not responsible for tasks not listed.
- (b) The same cleaner may not always perform services; we will accommodate reasonable requests where possible.
- (c) Notify us at least 48 hours before a bank holiday if services are not required.

1.2 Employee & Sub-contractor Non-Solicitation

You may not solicit or entice our employees or sub-contractors for 18 months after contract termination without written consent. Any approved solicitation requires payment of £1,500 per employee/sub-contractor plus VAT.

2. Equipment & Materials

2.1 Client-Provided Materials

Clients are not responsible for End-of-Tenancy (EOT) cleaning materials and equipment. For domestic cleaning or any services requiring specific materials, additional charges may apply. Clients are not required to supply cleaning materials or equipment unless explicitly agreed. Any items provided must be in safe working order, with instructions for complex equipment. If materials are not provided, Rosemond Services may supply them at cost plus a service charge.

3. One-Off Cleaning (End of Tenancy, Post-Build, After Party, Spring Cleaning, Events)

3.1 Scope

These services are agreed upon per order; charges are not hourly or dependent on the number of staff, but based on property condition, size, number of rooms, bathrooms, and WCs.

3.2 Additional Charges

Additional fees may apply for the following and would need to be booked in advance

- Steam cleaning
- Oven cleaning
- Moving items from cupboards
- Dusting books
- Cleaning walls/ceilings
- External spaces (balconies, patios, gardens)

3.3 Quotations

- Based on national average room sizes; actual room size discrepancies >10% may result in revised rates.
- Written quotations valid for 30 days.
- Debris from tradesmen/building work is excluded unless agreed.

3.4 Furniture

Furniture may be moved if it can be safely handled by one person. However, due to health and safety larger pieces of furniture will not be removed. If you would like us to move furniture this needs to be noted before the job is confirmed.

3.5 Timing

Actual cleaning times may vary. Badly neglected properties or post-event cleaning may take up to three times longer than standard homes.

4. Steam Cleaning

- Not suitable for suede, coir, sisal, jute, seagrass, or other natural plant fibers.
- Net curtains are excluded.
- We provide all equipment and solutions; clients must supply running water and electricity.
- Charges based on average room sizes or per metre.
- Parking/congestion charges may apply; temporary/visitor permits must be provided if no parking available.

5. Keys

- Additional charge applies for collection/delivery of keys beyond 300 metres.
- Wrong keys incur further charges; liability limit £30 per location.
- Lost keys by our operatives require replacement/locksmith fees.

6. Venetian Blinds

- Cleaning of venetian blinds is not included in standard services; please request a price list.

7. Terms & Conditions Recap

- Cleaning assumes properties are in normal dirty condition. Excessive soiling may incur extra charges.
- Vacant possession required for all cleaning.
- Apartments must be empty,
- Freezers defrosted.
- Large or irregular properties may require a bespoke quotation.
- Additional charges for furniture, parking, steam cleaning, rubbish removal, and special cleaning requests.
- We do not clean walls
- We cannot guarantee that stains / limescale/ mould will lift
- We cannot guarantee the complete removal of all odors
- Large furniture will not be lifted or moved