



Please remember - by using our service you accept the following Terms and Conditions

Terms and Conditions

We believe in an open and honest approach to working with you. Nothing too complex. Just an understanding of what we expect from each other.

Our commitment to you:

- We provide the best possible cleaning service
- We only use well-tested and high-quality trade cleaning products and equipment
- We use proven 'best of breed' cleaning methods and techniques
- We can provide numerous referees and references
- All our staff are carefully vetted and security checked
- All our staff receive thorough and on-going training
- We have £1m professional indemnity and liability insurance

Your commitment to us:

- Provide a safe working environment for our staff with safe appliances and secure fixtures and fittings
- Not to approach our staff to work directly or indirectly for you during or for 12 months after end of service
- Any complaints to be received in writing by letter or email within 48 hours of incident

Terms of payment

- Payment is one month **in advance** of agreed start date
- Payment on start date or after will incur an additional 10% surcharge
- Late payments after the final notice date for payment will incur a minimum additional 15% surcharge on top off all other charges to date
- Cancellation notice periods and charges:
 - two working days prior to date of cleaning – free
 - between two working days and day of cleaning - 50% of total cost
 - on day of cleaning – 100% of total cost
- Payment by bank transfer (FPS or BACS), cheques or cash