

# Terms & Conditions relating to Clair's Cleaning Solutions.

## 1. Services Provided:

- a. We offer a range of domestic cleaning services tailored to suit your needs.
- b. General cleaning is taken to mean dusting, vacuuming, steaming, or mopping, wiping surfaces, wet cleaning of showers, baths and sinks.
- c. Following the initial visit a schedule can be drawn up of itemised cleaning tasks as per your requirements.

## 2. Booking:

- a. You can reach us via our website [www.clairscleaningsolutions.co.uk](http://www.clairscleaningsolutions.co.uk), phone 07724178226 by call or text and WhatsApp, email [clean@clairscleaningsolutions.co.uk](mailto:clean@clairscleaningsolutions.co.uk) or by social channels like Facebook, TikTok and Instagram.
- b. If you need to cancel or reschedule your booking, please provide 24 hours' notice where possible
- c. While we'll do our best to accommodate same-day bookings, availability may vary.

## 3. Payment:

- a. Payment is due upon completion of the service unless alternative arrangements have been made.
- b. We accept cash and bank transfers.
- c. If you require an invoice, just let us know, and we'll be happy to provide one.

## 4. Pricing:

- a. Our prices are competitive and based on the size of your home and the scope of work required.
- b. We'll confirm the price with you at the time of booking.
- c. Any additional services requested will be priced accordingly.

## 5. Access:

- a. Please ensure that we have access to your property at the scheduled time.
- b. If you won't be home during the cleaning, don't worry! Just make arrangements for us to access your home.

c. We kindly ask that you inform us of any access issues beforehand.

#### 6. Liability:

a. While we take great care in our work, accidents can happen. We're insured against accidental damage and injury to our staff.

b. To minimise risk, please secure or remove any valuables or fragile items before our arrival.

c. We're not liable for damages to items or property caused by pre-existing conditions or improper maintenance.

#### 7. Satisfaction Guarantee:

a. Your satisfaction is our priority! If you're not completely satisfied with our service, please let us know within 24 hours, and we'll make it right.

b. We don't offer refunds, but we're more than happy to redo the service at no additional cost.

#### 8. Health and Safety:

a. Rest assured, our team follows strict health and safety protocols to ensure a safe and hygienic cleaning experience.

b. If you have any health or safety concerns, please inform us in advance so we can address them accordingly.

#### 9. Confidentiality:

a. Your privacy is important to us. Any personal information you provide will be kept confidential and used solely for the purpose of providing our services.

b. We won't share your information with third parties without your consent.

#### 10. Marketing Materials:

a. With your permission, we may take photos or videos of our cleaning work to use for marketing purposes, such as on our website or social media.

b. Your privacy is paramount, and we'll always respect your wishes regarding the use of these materials.

c. If you're happy for us to showcase our work in this way, we'd love to have your support!

#### 11. Termination:

- a. We reserve the right to terminate the service if our staff encounter abusive or inappropriate behaviour.
- b. Either party may terminate the service by providing written notice.

#### 12. Amendments:

- a. These terms and conditions may be updated from time to time, but we'll always communicate any changes to you promptly.

#### 13. Pets:

- a. We are happy to work around friendly pets. Please introduce us on our first visit.

#### 14. Equipment:

- a. We bring our own equipment with us including chemicals, cloths, and electrical items. These have been pat tested and safe to use.
- b. If you have a preference to us using your own equipment, please let us know and we will happily accommodate.

#### 15. Staff

- a. We reserve the right to bring additional cleaners to undertake the clean. All staff work to the same standards, carry insurance, and are covered by Clair's Cleaning Solutions.

By booking our services, you agree to these terms and conditions. If you have any questions or concerns, please don't hesitate to get in touch. Thank you for choosing Clair's Cleaning Solutions Domestic Cleaning Services.