

# The Cleaning Company

## Terms and Conditions

Please read the following very carefully before booking and making payment.

### **Regular Domestic**

A customer may cancel a cleaning visit/s by giving at least 5 working days advanced notice. Customer may terminate the whole service by giving one month (30 days) advanced notice in writing or verbally and specifying the last cleaning date.

Customer agrees to pay the full price of the cleaning visit if the customer cancels or changes the date/time less 5 working days prior to the scheduled appointment.

Customer agrees to pay the full price of the cleaning visit in the event of a lockout caused by our cleaners being turned away; no one home to let them in; or problem with customer's keys. If keys are provided they must open the lock without any special efforts or skills.

Customer agrees to pay the full price of one cleaning visit in case of a termination of the clean if the customer has given less than 5 working days advanced notice.

### **One Off/Spring Cleaning Services**

Customer may cancel the scheduled cleaning job at least 3 days prior to the agreed start time.

Customer agrees to pay the full amount for any cancellation within 3 days prior to the agreed start time and in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; or problem with customer's keys. If keys are provided they must open the lock without any special efforts or skills.

### **End of Tenancy Cleaning**

Customer may cancel the scheduled cleaning job at least 3 days prior to the agreed start time, however the customer agrees to pay an amount equal to 10% of the quote as a cancellation fee.

Customer agrees to pay the full amount for any cancellation within 3 days prior to the agreed start time and in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; or problem with customer's keys. If keys are provided they must open the lock without any special efforts or skills.

### **Refund**

In exceptional circumstances refund might be offered at the discretion of the company management.

If you have any questions/comments about our refund and cancellation policy, you should email us at [contact@thecleaningcompanylimited.co.uk](mailto:contact@thecleaningcompanylimited.co.uk)