

Terms and Conditions

Quotes and Prices

A. Quotes and prices provided over the phone, email, live chat, or on our website are applicable only to the specified property.

A.1. All prices include materials and equipment; however, additional charges for parking and congestion may apply.

A.2. Collecting and returning keys to a different address than the property cleaned will incur an extra £15.

A.7. Prices quoted may be subject to increase if the property requires critical cleaning due to its condition.

Payments

B. We accept Cash only for bookings to be paid before starting the job.

Customer Satisfaction

D. We strive for customer satisfaction and offer free re-cleans under specific conditions:

D.2. We do not provide refunds but ensure re-cleans for areas of concern within the specified conditions.

Cancellation Policy

A: Cancel free of charge with 24 hours' notice.

Methods of cancellation: Online portal, phone, email, or live chat during office hours.

Additional Terms

F. Parking space and fees, Congestion charge, Short notice online booking, and marketing communication details are also outlined in our terms.

G. We require 24-hour notice for online bookings and communicate carpet and upholstery cleaning expectations.