End-of-tenancy cleaning terms & conditions

Please read these terms alongside your quotation before confirming your booking.

01 Booking your clean

Your quotation and these terms set out the agreed services. By confirming your booking in writing after receiving these terms, you acknowledge and accept them. No separate signature is required. Your booking is confirmed when we confirm the appointment in writing. Please check that the property details and services listed are correct.

We recommend arranging the clean as close to your final tenancy date as possible, once the property is fully vacant. This helps keep it in good order for the check-out inspection and improves your chances of a full deposit return.

02 Property requirements and access

The property must be unoccupied during the clean, with all personal belongings, food, rubbish and unwanted items removed before our arrival. Furniture and appliances belonging to the property may remain. Our service does not include waste removal or property clearance.

Please arrange safe access at the agreed time, including keys or entry codes where necessary. Running water and working electricity must be available throughout the appointment. Tell us beforehand about any access restrictions, parking arrangements, hazards or known damage.

03 Quotation and property condition

Quotations are based on the information provided at the time of enquiry and assume reasonable domestic soiling for a property of its size and type. The price includes the services expressly agreed in your quotation and any applicable taxes.

If inspection reveals materially different conditions, such as excessive dirt, grease, grime or neglect requiring additional labour, we will explain the reasons and discuss a revised price before carrying out the affected work. No additional work or charge will be imposed without your agreement.

If a revised quotation is not accepted, or the property does not meet the booking requirements, we may decline or reschedule the affected work. Any sums paid for work not carried out will be refunded, subject to your statutory rights and any lawful, separately agreed charges.

04 Scope of work and exclusions

We provide the cleaning services specified in your quotation, using our own equipment and products. Oven and professional carpet cleaning are included where stated in the agreed quotation. External windows, deep cleaning of aluminium or plastic Venetian blinds, clearance, repairs and specialist remediation are not included unless expressly agreed.

Cleaning cannot always remove permanent staining, discolouration, burns, ingrained damage, corrosion or wear and tear. We will use reasonable care and skill and advise you of material limitations we identify. Please allow carpets to dry before use.

We will make reasonable efforts to remove surface marks from walls where the condition and type of paint finish allow. Should cleaning result in paint transfer, lifting, discolouration or a risk of damage to the underlying finish, we will discontinue cleaning the affected area to prevent further deterioration. Marks requiring repainting or decorative restoration fall outside the scope of our cleaning services.

Payment & service guarantee

How we handle payments, changes, cleaning concerns and complaints.

05 Payment

Unless agreed otherwise in writing, payment is due on completion by bank transfer against our invoice. The invoice will include the agreed price and any additional work you have authorised. Any different payment arrangement will be confirmed in writing before the booking.

If payment is not received by the agreed due date, we reserve the right to pursue the outstanding balance. Any late-payment interest or charges must be lawful, fair and agreed before booking where required, and will be stated on the invoice. For qualifying business-to-business debts, we may claim statutory interest and recovery costs under the Late Payment of Commercial Debts (Interest) Act 1998.

06 Cancellation, rescheduling and failed access

You must notify us as soon as possible by email or phone if you need to cancel or rearrange your booking, or if the property will not be ready. If access or utilities are unavailable, the property is not vacant, or conditions differ materially from those agreed, we may decline or rearrange the clean if it cannot safely or reasonably proceed. Your statutory cancellation rights are unaffected.

No standard cancellation or failed-access fee applies under these terms. Any separate charge must have been clearly disclosed and agreed before booking, be fair and proportionate, and comply with your statutory cancellation rights. If we need to cancel, we will notify you promptly and offer an alternative appointment or refund any advance payment for services not supplied.

07 Our 3-day cleanliness guarantee

Should your managing agent, property inspector or landlord identify a cleaning concern relating to the agreed services, we will return free of charge to rectify it, provided we are notified within 3 days of completion and given reasonable access to the property.

Please contact us in writing with details of the concern and, where available, photographs or the check-out report. We will arrange a mutually suitable return visit. Under this guarantee, please give us a reasonable opportunity to rectify the issue before instructing another contractor.

The guarantee does not cover subsequent occupation or soiling, permanent staining, pre-existing damage, general wear and tear or work outside the agreed scope. It is a cleaning guarantee, not a guarantee of a full tenancy deposit return. It does not limit your statutory rights or remedies.

08 Damage, safety and complaints

Please tell us about fragile surfaces, loose fixtures, defects or special care instructions before cleaning. We may stop or decline unsafe work, including work involving hazardous materials, and will explain the reason. We are responsible for loss or damage caused by our failure to exercise reasonable care and skill, in accordance with the law.

If you are dissatisfied or notice damage, contact us as soon as reasonably possible so we can investigate and seek a resolution. We do not exclude liability where it would be unlawful to do so. Nothing in these terms limits your statutory rights, including your right to services performed with reasonable care and skill.