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**By booking a cleaning service, every client gives their consent to the below T&C's:**

*C&K Cleaning* has specialised in providing cleaning services over the last 11 years. Non-standard cleaning solutions are tailored to meet each specific clients' needs.

The current website provides a guide to the services which we provide. The final agreed quote is given in the contract and cleaning plan prepared for each client.

*C&K Cleaning* have the right to make changes to the T&C's, quotes and prices. All existing clients will be notified 28 days prior to changes taking place. Clients have 28 days after notification to raise any disagreements, concerns or cancel their contract. After this period, C&K Cleaning will implement the changes to existing clients' contracts.

### **The Client**

Payment for the cleaning services provided can be made in advance or on the day of service completion. Acceptable options are bank transfers or standing orders, card payments.

For one-off cleans 50% deposit should be paid prior to commencing the service. The outstanding amount is due on the day of service completion.

Our contract price is lower than One-off clean rates. This reduced rate is only available on the signing of a long-term contract consisting of 52 weeks, this also includes a four week holiday period .

**An additional charge of 10% of the total price per 48 hours will occur for any late payments regardless if a one /off clean or contract cleaning.**

### **Cancellations:**

#### **Contract Clean:**

The client has the right to cancel the agreed contract at any time with two months' (8 weeks') notice paid in full. All contract cancellation notifications should be sent to the C&K Cleaning email address: [cilla@candkcleaning.com](mailto:cilla@candkcleaning.com) And NOT directly with your cleaner. C&K Cleaning will also give eight weeks notice to any client.

All clients will be provided with full copies of all relevant insurance documents, a key release form and an agreed cleaning plan which must be signed by both the client and a member of the C&K Cleaning senior management.

Payment for all contract cleans are every four weeks .Any alternative arrangements must be agreed prior to services being carried out.

### **One-Off Cleans:**

A cancellation fee of 50% of the cleaning price applies for all cancellations with less than 48 hours' notice. All contract cancellation notifications should be sent to the C&K Cleaning email address: [cilla@candkcleaning.com](mailto:cilla@candkcleaning.com) and **NOT** directly with your cleaner.

All clients will be provided with complete copies of all relevant insurance documents, an essential release form and an agreed cleaning plan which must be signed by both the client and a member of the C&K Cleaning senior management.

It is the client's responsibility to arrange access to the property / properties being cleaned. If on the day of the cleaning the property is inaccessible, or there is any obstruction for the cleaners to carry out the service, full payment is due from the customer.

Clients have the opportunity to contact us if they have concerns with the quality of the cleaning services supplied and ask for a supervisor / senior member of staff to come and discuss concerns and come up with an agreed solution. Please contact us within 24 hours of supplied services if not fully satisfied. All complaints will be reviewed, and our cleaners will return to the property free of charge if the complaint is upheld. Please note that for carpet cleaning we cannot guarantee that all stains can be removed.

**In the unfortunate event of damages or breakage we must be informed as soon as possible and no later than 24 hours from the cleaners visit. We request that proof is provided that our cleaners are at fault.**

### **Cleaners**

All our cleaners are interviewed by senior management and all references and ID's are vigorously checked

If any unexpected event occurs with the cleaners assigned to the property, we will contact you to arrange an alternative suitable time for replacement cleaners.

Cleaners are responsible to carry out the assigned services detailed on the task sheet in the cleaning plan for the individual property. Any additional services can be provided after it has been discussed and agreed with senior management.

Updated: March 2021