

 **Terms and Conditions**

* ***Prices*** - Our prices include products, equipment and insurance.
* ***Customer Satisfaction*** – If you’re not happy with any service provided, please get in touch within 24 hours. We will offer to rectify any queries asap and at your convenience. We do not offer refunds.
* ***Rental Deposit*** – Our cleans are not a rental deposit returned guarantee. We do know and work alongside estate agents and landlords and have 100% knowledge of what they require for a move out clean. Our cleans are to this standard every time, however, the clean is not a guarantee to receive your full deposit back from the landlord.
* ***Before we start*** – We ask for as much information as possible, one persons “its not that bad” is not the same as others. If you can provide photos….perfect.
* ***On the day*** – We ask for the property to be empty, we will remove and dispose of small amounts of general rubbish. We do not and will not empty large outside bins and we ourselves will not dispose of rubbish in them either. We can and will remove certain items at your request (within reason) for an additional fee.
* ***Time*** – We ask for the day, starting at 9am, to complete (more if needed and will be previously discussed beforehand) we will call and let you know when we are around 1/2 to 1 hour away from completing for your checks and keys exchanged.
* ***Deposit*** – We do ask for a 25% deposit to secure your date and booking. We realise that life happens and sometimes it crops up. Any cancellations within 72 hours of booking will not have the deposit returned. Any outside 72 hours can either be rescheduled or deposit refunded.