

Professional Green Clean Terms and Conditions

1. General

- 1.1. The Professional Green Clean End of Tenancy cleaning service is charged per job, based on the size and state of the property. Professional Green Clean reserves the right not to service if the property is misquoted on the size and state of the property, and will refund the client immediately.
- 1.2. The service is provided by a team of cleaners, and the number of cleaners in a team does not affect the quoted price.
- 1.3. Professional Green Clean reserves the right to amend the initial quotation, should the client's original requirements change.
- 1.4. If collection of keys is required from a location outside the postal code area of the cleaning scheduled, or more than 40 min walk, £20 (excl. VAT) charge will apply.
- 1.5. The quoted price is based on one single fridge freezer and one single oven. * If any larger and/or additional appliances are to be cleaned requested by Client, an additional charge applies per each required item.
- 1.6. For Bedrooms larger than 20 sq. m. and Living rooms larger than 40 sq. m the price quoted will be increased and you agree to any change in said price.
- 1.7. Cleaning ovens are only available when booking vacation or end of tenancy packages, they are not a stand alone service
- 1.8. Variations to terms and conditions apply to Vacation/Short Tenancy Service. Ovens and are appliance are sanitized only, therefore the pilot light does not need to be switched off. Fridges and Freezers are also sanitized and can be left on
- 1.9. In order for a safe transference of keys, they can be left locked in the property and photographed, after service, if client has agreed to this via email, phone, text etc.

2. Payments

- 2.1. Payments to be settled withing 7 days of cleaning service*

3. Liability

- 3.1. The Company will not be liable under any circumstances for any loss, expenses, damages, delays, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client arising from or in any way connected with:
- 3.2. The Company's failure to provide the End of Tenancy cleaning services as a result of factors that are beyond the Company's control. Factors beyond Company's control include severe weather conditions such as flood, storms, snow etc. and inability to gain access to premises, lack of appropriate resources, such as water, electricity, and lighting.
- 3.3. An existing damage to Client's property in the form of old stains/burns/spillages etc. which can't be cleaned/removed completely by the cleaners using the industry standard cleaning methods;
- 3.4. Non-satisfactory result from the cleaning services due to the Client or third-party walking on wet floors or using appliances during or shortly after the cleaning process;

4. Misc

- 4.1. The price excludes the clearing of debris left by tradesman or building work unless otherwise stated.
- 4.2. The Company endeavours to be right on time on any visit but sometimes due to transport-related and other problems which are beyond the Company's control, the team of cleaners may arrive with a delay or the cleaning visit may be rescheduled.
- 4.3. All fragile and highly breakable items must be secured or removed.
- 4.4. The Customer will ensure that all valuables are stored away when work is provided
- 4.5. The provisions of this contract are not intended to confer any benefit upon Third parties and the provisions of the Contracts (Rights of Third Parties) Act 1999, are hereby expressly excluded from this agreement.
- 4.6. The Company reserves the right to make any changes to any part of these Terms of Service without giving any prior notice. The Company may add to or alter these Terms of service from time to time and any alterations or additions will apply to new business but not to existing contracts.

5. Cancellations:

- 5.1 The Client can cancel the booking by giving us no less than 48 hours prior notice in either writing, via email or by phone call, or rescheduling on professional green cleans' website.
- 5.2. The Client must pay the full price of the service booked if:
 - 5.3.1 If Our Team of cleaners arrive at Client's premises and are unable to gain access to the property, through no fault of Professional Green Clean. If keys are provided to the team of cleaners ahead of the date of service, they must open all locks without any special efforts or skills.
 - 5.3.2. If the Client cancels the service upon arrival of the cleaners onsite

6. Preparing the Property and the Clients Responsibility:

- 6.1. The fridge and freezer must be switched off and defrosted before the cleaning in order for us to clean it thoroughly. ** Unless client has booked the Vacancy Service. Please note this is only a sanitising of fridge and oven and not a deep clean.
- 6.2. The Client must ensure that there is running hot water, electricity and appropriate light at the property upon arrival of the cleaners.
- 6.3. The Client must ensure that all personal belongings are removed from the property before the cleaner's arrival. In the event that this is not complied with, the Company has the right to cancel the booking upon arrival and/or increase the price

7. Exclusions:

- 7.1. Rubbish or waste removal is not part of the End of Tenancy Cleaning/Vacation Service
- 7.2. Removing mould from surfaces is not part of the End of Tenancy Cleaning /Vacation Service.
- 7.3 The inside of toasters, kettles, any kitchen utensils and other electrical appliances is not a part of our End of Tenancy cleaning service. Cleaning of vacuum filters, ironing boards, curtains and other items left in storage cupboards is not a part of our End of Tenancy cleaning/Vacation service.

8. Cleaning Products and Equipment

- 8.1 The team of cleaners will come fully equipped and will provide all the necessary cleaning equipment and materials necessary to carry out the service.

9. Parking and Congestion Charges

- 9.1. Our Team of Cleaners will require either a parking space or valid permit for one vehicle if possible

10. Refunds:

10.1. As our service comes with a 48 - hour guarantee, we operate a no refund policy.

10.2. Refund will be issued only if:

The Client has cancelled the cleaning service within the allowed time (48 hours) prior to the start of the service.

11. Complaints:

11.1. All cleaning services will be deemed to have been provided to the Client's satisfaction.

11.2. Any complaints must be received in writing via e-mail no later than 48 hours after the completion of the cleaning services, otherwise it is deemed out of the guaranteed period.

11.3. Professional Green Clean will fully investigate any complaint and will attempt to resolve and offer a solution to the satisfaction of the Client.

11.4. The Client agrees to allow the team of Cleaners back to re-clean any specified areas/tasks as per the Inventory Report. Failure to do so will result in voiding our Company guarantee and we will consider the matter fully settled.

11.5 In the event that property has had any building works or any other type of work carried out after the cleaning service has been provided, we reserve the right to charge an additional fee of £40.00 for the Recovery Cleaning Service.

11.6 Our team will reclean only the areas that were covered in the cleaning service provided by us. Any additional areas such as balconies, external windows, blinds, carpet and upholstery/ mattresses that were not included in the original booking and paid for prior to the End of Tenancy Cleaning Service, will not be automatically added to the Free recovery cleaning service.

If the guaranteed period of 72 hours has expired, we reserve the right to add a charge of £40.00 for the Recovery Cleaning Service.

12. Claims:

12.1. The Client understands that the Company guarantees to rectify any complaints raised within 48 hours of the completion of the service. Failure to do so will void the Company's 48 hour service guarantee.

12.2. The Client agrees to inspect the work carried out, immediately on completion. If any issues raised at this time of service, the team of Cleaners will carry out any additional work to the Client's complete satisfaction.

12.3. If the Client or any third party instructed by the Client is not present at the time of completion of the cleaning service then no claims regarding any cleaning issues can be made.

13. Law

13.1 These Terms are governed by the laws of England and Wales, and are subject to the exclusive jurisdiction of the Courts of England, and Wales.

13.2 These Terms and Conditions are in regulation of the Consumer Rights Act 2015 and are not in imbalance in the parties rights or obligations under the contract.

13.3 The Terms are transparent for the purposes and expressed in plain and intelligible language and are legible.

13.4 The Terms are prominent for the purposes of the section and brought in such a way that a consumer would be aware of them.