



CLEANCOMPLETE

understanding your time is precious

Service Terms & Conditions

Last updated: July 2026

1. About Us

Clean Complete UK Ltd is a company registered in England and Wales under company number 11872277. Our registered office is 167–169 Great Portland Street, 5th Floor, London, England, W1W 5PF. You can contact us at info@cleancompleteuk.com.

2. These Terms

These Service Terms and Conditions apply to domestic cleaning and one-off cleaning services supplied by Clean Complete UK Ltd to consumers. A quotation, Clean Plan, scope of works or property-specific agreement may contain additional terms. If a property-specific agreement contains a term dealing directly with the agreed scope, exclusions or property-specific limitations, that specific term applies to that matter.

3. Quotations and Bookings

Quotations are based on the information and property condition known to us at the time of assessment. A booking is accepted when we confirm that we can provide the service and the client accepts the quotation or agreement. We may decline work where we cannot safely or lawfully provide the requested service.

4. Prices and Changes to Scope

The agreed price will be stated in the quotation, Clean Plan or agreement. We will not charge for additional work that falls outside the agreed scope unless the client or authorised representative agrees the revised work and price before that additional work is carried out. If the property condition or required work is materially different from the information provided, we may pause the affected work and discuss a revised scope or quotation.

5. Payment

For one-off cleaning services, we will normally invoice on completion and payment is due within 7 calendar days of the invoice date, unless the quotation or written agreement states otherwise.

For regular domestic cleaning services, Clean Complete UK Ltd will normally issue an invoice before or on the scheduled cleaning date. Unless otherwise agreed in writing, payment is due in full on or before the date of the scheduled cleaning service.

Where payment has not been received by the due date, the invoice will be treated as overdue. We may issue payment reminders and may suspend future cleaning visits where an undisputed invoice remains unpaid.

Repeated late payment may result in the client being required to pay in advance for future cleaning services or Clean Complete UK Ltd ending the regular cleaning arrangement.

Where payment remains outstanding, Clean Complete UK Ltd may take reasonable steps to recover the debt and may seek recovery of interest, court fees or reasonable recovery costs only where legally recoverable. Any statutory late-commercial-payment rights applying to business customers are separate from these consumer terms.

If an invoice is disputed, the client should contact us promptly with details of the disputed amount and reason.

6. Consumer Cancellation Rights

Where a service contract is concluded at a distance, for example by telephone or email, or is an off-premises contract to which the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 apply, the client may have a statutory right to cancel within 14 days after the contract is concluded. The client can cancel by making a clear statement to Clean Complete UK Ltd by email or in writing. This section does not reduce any statutory cancellation right.

7. Starting Work During a Statutory Cancellation Period

If the client wants a service to begin during an applicable 14-day cancellation period, we will ask the client to make an express request for the service to begin early. If the client then cancels after the service has started, the client may be required to pay a proportionate amount for services supplied up to cancellation, where permitted by law. If the service has been fully performed during the cancellation period following the client's express request and acknowledgement required by law, the statutory right to cancel may be lost.

8. Regular Cleaning, Cancellations, Holidays and Planned Absence

Regular cleaning appointments are recurring service slots reserved for the client and are used by Clean Complete UK Ltd when planning staff working hours, cleaning routes and service capacity.

Outside any statutory cancellation right, clients should provide at least 48 hours' notice if they need to cancel or rearrange a regular cleaning visit.

For known holidays, travel or other planned absences, clients should provide at least 14 calendar days' notice where reasonably possible.

Where notice is provided, Clean Complete UK Ltd may, where reasonably practicable, offer to rearrange the visit, carry out alternative agreed cleaning tasks where access is available, or reallocate the reserved service capacity.

Where a client cancellation causes Clean Complete UK Ltd a direct loss that cannot reasonably be avoided, we may seek reasonable compensation reflecting the actual loss directly resulting from the cancellation, including reasonable committed staffing or service costs and loss of profit where legally recoverable. We will take reasonable steps to reduce our loss and any cancellation charge will be assessed fairly and will not be disproportionate.

Repeated cancellation of regular cleaning visits, including repeated holiday or planned-absence cancellations, may result in the client's reserved regular cleaning slot being reviewed, withdrawn, or the service being moved to an ad-hoc booking basis. We will act reasonably and give notice where circumstances allow.

9. Sickness, Contagious Illness and Infection Control

Clients must tell Clean Complete UK Ltd as soon as reasonably possible before a scheduled visit if a person at the property has a known or suspected contagious illness or if there are circumstances that may create an infection-control risk for cleaning staff.

Where vomiting or diarrhoea has occurred at the property, clients must notify us before attendance. We will normally postpone routine domestic cleaning until at least 48 hours after the last episode of vomiting or diarrhoea affecting a person who will be present at or whose illness materially affects the property, unless the work has been separately assessed and agreed as a specialist cleaning service.

For influenza, COVID-19 or another potentially contagious respiratory illness, Clean Complete UK Ltd may assess whether the visit can safely proceed with reasonable controls, whether the scope should be modified, or whether the visit should be rearranged.

Routine domestic cleaning does not include the cleaning of bodily fluids, infectious contamination or other biohazard material unless the work has been specifically assessed and agreed in writing.

A genuine sudden illness will be considered reasonably and sensitively. However, where a short-notice cancellation causes Clean Complete UK Ltd a direct loss that cannot reasonably be avoided, the cancellation provisions in section 8 may still apply.

If a Clean Complete UK Ltd cleaner is unavailable because of illness, we may provide another suitable cleaner, rearrange the visit or cancel the visit. The client will not be charged for a cleaning service that Clean Complete UK Ltd does not provide. We are not responsible for indirect or unforeseeable losses arising from unavoidable staff illness, except where liability cannot lawfully be excluded.

10. Access and Attendance

The client must provide safe and timely access to the property at the agreed time and provide any agreed keys, codes or access instructions. If we cannot gain access, we will try to contact the client or representative. Where a failed appointment causes a direct loss, we may seek reasonable compensation reflecting that loss, subject to applicable consumer law.

11. Client Responsibilities and Property Information

The client must provide a reasonably safe working environment and tell us about known hazards, pets, sharps, bodily fluids, pest infestation, significant mould, unsafe flooring, damaged electrics or other material risks before work begins. The property must have suitable access to any utilities reasonably required for the agreed service. Fragile, valuable or sentimental items should be secured or identified before cleaning.

12. Health and Safety

We may carry out a risk assessment and use task-appropriate PPE. Our staff may stop or avoid work in an affected area where conditions present an unidentified or uncontrolled health and safety risk. We may discuss revised controls, specialist services or a revised scope before continuing.

13. Heavy Furniture and Access to Surfaces

We do not move large, heavy or bulky furniture, appliances or other items unless this has been specifically assessed and agreed in writing. Cleaning will be carried out around safely accessible areas. If cleaning behind or beneath a heavy item is required, the client or another suitable person must arrange for it to be safely moved before the service.

14. Waste

Unless specifically agreed in writing, Clean Complete UK Ltd does not provide waste clearance, transportation or off-site waste disposal. Where included in the agreed scope, suitable general household waste may be bagged and placed in the appropriate bins provided at the property, subject to capacity and suitability. Hazardous, clinical, specialist or otherwise controlled waste is excluded unless separately and lawfully arranged.

15. Cleaning Limitations and Existing Condition

Cleaning services are provided with reasonable care and skill. We cannot guarantee removal of permanent staining, embedded odours, nicotine discolouration, pet urine contamination, ingrained deterioration, pre-existing damage or wear. A one-off or deep cleaning service is not a restoration service unless restoration work is expressly agreed in writing.

16. Damage and Pre-Existing Defects

The client should tell us about known fragile or damaged items before work starts. If we cause accidental damage, the client should notify us as soon as reasonably possible and provide details so we can investigate. We are not responsible for pre-existing damage, inherent defects or deterioration that was not caused by our failure to use reasonable care and skill. Nothing in these terms excludes liability where it would be unlawful to do so.

17. Problems With the Service and Complaints

If there is a problem with the service, please contact us promptly at info@cleancompleteuk.com and explain the issue. Where the Consumer Rights Act 2015 gives the client a right to repeat performance, a price reduction or another remedy, these terms do not restrict those rights. We will consider complaints fairly and seek a reasonable resolution.

18. Photographs and Property Records

Where reasonably necessary, we may take property-condition photographs to document pre-existing condition, damage, cleaning limitations or work completed. We will seek to avoid unnecessary personal information and images of people. Marketing or social media use of before-and-after property photographs will be handled separately and, where we rely on consent, optional consent may be refused without affecting the cleaning service.

19. Personal Information

We use personal information to administer bookings, provide services, communicate with clients, issue invoices, maintain business records and deal with queries or complaints. Our Privacy Notice explains our data protection practices in more detail. We do not sell client personal information.

20. Events Outside Our Reasonable Control

We are not responsible for delay or failure caused by events outside our reasonable control. We will take reasonable steps to minimise disruption and contact the client where appropriate.

21. Ending or Suspending Services

Clean Complete UK Ltd may suspend or end services where payment remains overdue, safe access is not provided, necessary information is withheld, staff are treated abusively, repeated cancellations materially disrupt the service arrangement, or an uncontrolled safety or infection-control risk prevents the work. We will act reasonably and give notice where circumstances allow. The client remains responsible for properly due charges for services already supplied and any fair cancellation compensation properly due under these terms.

22. Changes to These Terms

We may update these terms from time to time. The terms supplied or made available when a contract is concluded will apply to that contract unless a lawful change is separately agreed or required.

23. Governing Law

These terms are governed by the law of England and Wales. Nothing in these terms affects a consumer's statutory rights or any right to bring proceedings in another UK jurisdiction where applicable law permits.

24. Contact

Questions about these terms or a service can be sent to info@cleancompleteuk.com or by post to Clean Complete UK Ltd, 167–169 Great Portland Street, 5th Floor, London, England, W1W 5PF.