



Terms and conditions

End of tenancy/Deep cleaning/Spring cleaning/Move in - move out/professional cleans/after party cleans

Schedule 2

- 1.1** L&R cleaning services reserves the right to amend the initial quotation, should the client's original requirements change or due to lack or miss leading information regarding the state of the property.
- 1.2** If collection of keys is required from a location outside the local area, a transport fee of £10 will apply.
- 1.3** The Client must allow the cleaner access to hot water and power.
- 1.4** L&R cleaning services will not be responsible for triggering any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm system.
- 1.5** L&R cleaning services will provide all cleaning detergents and equipment (vacuum cleaner, mop, bucket and portable ladder) required to carry out the service, unless the customer wants to supply their own.
- 1.6** The sales advisors can only give rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's house. Please note that duration may vary therefore a degree of flexibility is required.
- 1.7** All fragile and highly breakable items must be secured or removed. Items excluded from liability are : cash, items of sentimental value, art and antiques.
- 1.8** In case of any complaints L&R cleaning service requires to be notified within 24 hours after completion of the cleaning work.
- 1.9** All cleans may recorded (video or photos) before and after the cleaning! This files are kept only for company use unless owner of the property authorise their use in our social media platforms and / or website.