



Terms and conditions

Regular Domestic Cleaning

Schedule 1

Hours of operation

Monday to Sunday - 8 am to 6 pm

Scheduling

Scheduling in advance (one week is preferred, but a few days is helpful) will allow us to reserve time for you.

Confidentiality

We adhere to a strict confidentiality code and your information will never be divulged to any third party.

Keys

If collection of keys is required from a location outside the postal code area charges may apply.

Alarm systems

L&R cleaning service will not be held responsible for any alarm systems. Customer should give any special instructions for deactivation/activation of any household alarm systems.

Contract

One month minimum contract length applies for all Regular Cleaning Services.

Equipment and supplies

L&R cleaning service agrees to provide a task list and all cleaning detergents and equipment (vacuum cleaner, mop, bucket and portable ladder) required to carry out the service, unless other arrangements have been made with L&R cleaning service. Any cleaning equipment provided by the customer, should be safe and in full working order.

Rush Jobs

Jobs that have an unusually quick turnaround or that require work outside of our normal business hours or holidays are subject to additional fee.

Billing

Billing occurs after each clean or end of the month if previous agreed. A £25.00 late fee will be applied to all past due invoices. We accept cash or bank transfer. You will find our bank details on the invoice.

Pricing

We reserve the rights to increase all prices up to twice of year. In case of a price increase, at least 30 days notice will be provided before the price changes applies.

Cancellation and no show

All cancellations have to be made at least 24 hours before the actual visit.

Damage and Breakage

We request that all valuable, irreplaceable, collectible or heirloom items (whether monetarily or sentimentally valued) be stored and/or not cleaned by our team.

Any accidents have to be reported not longer then 8 hours after our visit.

Complaints

In case of complaint, L&R cleaning service requires to be notified within 24 hours after completion of the cleaning work.

Referral fee

By entering under this terms and conditions with L&R cleaning service, after the termination of the cleaning service providing by L&R cleaning service, the Client must not hire or use any home-related services provided by a present or past cleaner introduced to the Client by L&R cleaning service. If the Client does wish to hire or use home-related services provided by such a cleaner our referral fee is £500.

Proof of work

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.