

## FAQs

Q: What payment methods are available?

A: We accept cash, bank transfer, contactless & card payment through our POS terminal

Q: Do we have to pay any deposits? (end of tenancy cleaning services)

A: For end of tenancy and deep cleaning services we charge a 50£ deposit to secure your booking, this can be paid either by bank transfer or a secure payment link sent to your email address or phone number. We then only ask for remaining payment once the team have arrived on the day.

Q: Do you provide the cleaning equipment and solutions?

A: Yes! Free of charge we provide absolutely everything needed to provide our cleaning services, our teams are fully equipped with professional cleaning supplies and tools.

Q: What guarantee is provided? (end of tenancy cleaning services)

A: All our services come with a fantastic 48 hours guarantee. Any concerns with the work and we will return free of charge

Q: How many people will come?

A: The number of the team members will depend on the service required, availability and demand.

Q: Can you visit while I am at work? (domestic cleaning services/regular visits)

A: Yes, you do not have to be home when our team arrives. In fact, the majority of our clients provide us with keys to their homes. However, if you choose to be home while we are there, you're welcome you to do so. We understand that you may prefer to get to know us prior to allowing us to work on our own. We cannot however assume liability for injury to anyone in the home other than our own employees; therefore, we ask that you stay out of our working area.

Q: Is Maid for each other Ltd insured?

A: Yes, we are fully insured for your protection and peace of mind. We can provide proof of insurance at the time of each estimate. This protects your property against major accidental damage caused whilst on your property. All claims must be notified within 24 hours of the event.

Q: Why choose Maid for each other Ltd?

A: Our cleaning teams are fully equipped, uniformed and professionally trained. Due to our extensive experience we strive to provide our customers with peace of mind for any of our services. Our services are highly recommended by our customers, we have a 5-star rating on Google, Checkatrade and we are a main contractor for Romans, Leaders and Martin and Co lettings agencies.

Q: How much do you charge for repeat domestic cleaning services?

A: For regular cleaning services (either weekly or fortnightly) we can provide pricing based on the property and the client's preferences, therefore we suggest using our online quoting system at <https://maidforeachother-cleaning.co.uk/repeat-domestic-cleaning> or by requesting a short visit, as one of our colleagues will be more than happy to assess your home, discuss your preferences and provide an adequate price for the service. This includes all the cleaning supplies and equipment needed by our cleaners to complete the job.

Q: Are your Repeat domestic cleaning services enforced by a contract?

A: There is no contract or obligation, we try to provide the best services so that you will want to use our services on a regular basis, but there is no obligation to do so. We do understand that our service may not be for everyone and therefore we do not enforce having further cleans if you find we are not suitable. We also reserve the right to only provide a recurring cleaning service to clients that are suitable for Maid for each other Ltd and our operatives.

Q: How much do you charge for end of tenancy cleaning/spring cleaning services – rough estimate? (please inform about extras, such as oven cleaning, kitchen appliances)

A: We do encourage our customers to get an accurate quote through our website.

Q: How much do you charge for commercial cleaning services?

A: For commercial cleaning services we encourage having a visit from one of our professionals to provide a quote at the location in order to understand your needs and provide the best solution for it.