



Ashford Cleaning Services Ltd Wheelie Bin Cleaning Terms and Conditions

1: Our Professional Wheelie Bin Cleaners are only able to clean wheelie bins that are clearly marked or numbered

2: Similar to the Refuse Collection Service, our Wheelie Bin Cleaning Service is a 'Kerbside Service', meaning customers are requested to leave their bin on their boundary after it has been emptied. Any wheelie bins cleaned will be returned to the kerbside or boundary, even if collected from the property. If any wheelie bins are located within the property it will be at the operative's discretion as to whether cleaning can be carried out. If you currently have an assisted collection, please inform us and we will gladly collect and return the bin to its storage position for you..

3: We are regrettably unable to clean any wheelie bins that are contaminated with wet paint, excessive amounts of wet oil or any Human / Animal faeces and Un-bagged nappies.
Where we are unable to wash your bins due to contamination additional charges may apply

4: The minimum term required to access this cheaper rate of clean is 12 months.

Your bins will then be cleaned on a four weekly cycle for 12 months.

5: If you choose to cancel before the 12 months term is up, you will be charged for the remainder wheelie bin cleans left.

6: Domestic Customers: You will be invoiced once all bins have been cleaned and the total due on the invoice is payable within 7 days. If the balance is not paid within 7 days we reserve the right to add interest to the outstanding balance at a rate of 5% per week

7: Commercial Customers: You will be invoiced once all bins have been cleaned the total amount due on the invoice is payable within 7 days. Where applicable any invoice not paid after 30 days from the date of issue will be subject to a late payment fee of 5% of the initial invoice value and interest will continue to be added at the rate of 5% per week.

7a All Payment are via our direct debit system Gocardless Which we will email a link to you.



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8: If any refuse remains in the bin after the refuse collection, or if added after the collection the operative will place in a bag and put back in your bin after cleaning. It is also down to the operative if there is too much rubbish to weather they clean the bin or not.

9: If your wheelie bins are going to be unavailable for cleaning on a scheduled cleaning day (e.g. Holidays), please provide at least 48 hours notice in order for us to suspend your service and avoid any unwanted charges.

10: Our wheelie bin cleaning service operates on a 4 week cycle, and is an ongoing service until cancelled.

All cancellations to be made in writing (email; letter & or text) 14 days prior to your next scheduled wash. Verbal cancellations will not be accepted.

11: Please ensure we are updated as soon as possible if any contact details should change. It is the customer's responsibility to ensure that we have the correct and current contact details. Failure to do so may cause confusion and possible unwanted charges.

12: We have fixed cleaning schedules, based on local refuse collection days and times. We will notify all customers of the start date of the four-weekly cleaning schedule, thereafter the customer should ensure their bins are available for cleaning on the correct days. If you are unsure of any cleaning schedules, please contact us. Should any changes occur, we will notify the customer as soon as possible. Any bins unavailable for cleaning without prior notice will be subject to charges. At present this charge is £1.50 per visit.

13: Typically, as long as your service provider is able to empty your wheelie bin we should be able to clean them following day, advanced notice will be given where possible.

14: If your service provider is unable to empty your wheelie bin because of bad weather or for other reasons outside of your control, and subsequently we are unable to clean your bin we will always do our best to reschedule your clean where possible.

15: In the event you prevent your service provider from emptying your bin, whether due to contamination or forgetting to put the bin out, we will be unable to clean your bin - in this instance we request you contact us as

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soon as possible in order for us to suspend your service, if not you may be subject to charges. If we are not advised of any bins not being available to clean before arriving at your address, cleaning charges will be invoiced as normal - this is due to the fact that our operators will have still travelled to your address, attempted to locate your bin and completed any associated administration work.

16: If your service provider notifies you of any change to the refuse collection please ensure that we are made aware as soon as possible. Failure to do so may result in additional charges.

17: In the event of a customer relocating, please provide at least 48 hours' notice in order for us to suspend your service and avoid any unwanted charges.

18: We reserve the right to cancel or refuse any subscription at our discretion without notice or reason.

19: By using our service, you are agreeing to these terms and conditions. If you have any queries regarding our terms and conditions please contact us within 7 days of ordering a service.

20: Charges for non notification of leaving wheelie bins out for cleaning is £1.50 per visits

21: Our Terms & Conditions are subject to change at any point without notice - please contact us for an up to date copy of our terms and conditions.