



Clean Your Clutter Ltd

Terms and Conditions

These terms and conditions outline the rules and regulations for the use of our cleaning services. By booking our services, you accept these terms and conditions in full.

1. Definitions
 - "Customer": The individual or entity booking and/or receiving cleaning services from Clean Your Clutter Ltd.
 - "Company": Clean Your Clutter Ltd (Company Reg. No. 15628538) registered at 3 Shipley Mill Close, Stone Cross, East Sussex, United Kingdom, BN24 5PY
 - "Agreement": The terms and conditions set forth in this document.
2. Service Description:
 - Scope of Services: We offer a range of services including but not limited to domestic and commercial cleaning services including general cleaning, deep cleaning, specialized cleaning, carpet cleaning as well as Home Help services, hoarding support, home clearances and PA services.
 - Service Hours: Services are provided Monday to Friday, 8 AM to 6 PM. Different times, including weekend and holiday services are available upon request and may incur additional charges.
 - Special Requests: Please notify us of any special requests at the time of booking. Additional charges may apply.
3. Payment Terms
 - We accept cash, direct bank transfer and cheques. We do not accept card payments.
 - Payment is within 24 hours of the service being completed, unless otherwise agreed upon.
 - Late payments will attract a fixed late payment fee of £10 per invoice.
4. Cancellation Policy
 - Cancellation More Than 48 Hours in Advance:
 - a) If you need to cancel or reschedule your cleaning service, please notify us at least 48 hours before your scheduled appointment.
 - b) Cancellations made more than 48 hours in advance will not incur any charges. You will have the option to reschedule your service at no additional cost.
 - Cancellation Less Than 48 Hours in Advance:
 - a) Cancellations made less than 48 hours before your scheduled appointment will incur a full charge of the service fee.
 - b) This policy is in place to compensate our team for the reserved time slot that could have been allocated to another customer.
 - Refunds: Refunds for cancellations made more than 48 hours in advance will be processed within 7 business days.
5. Customer Obligations
 - Any preparations the customer is required to make before the cleaning team arrives (e.g., securing pets, picking up personal items) must be completed. Failure to do so may result in the appointment having to be rescheduled, but still fully chargeable.
 - Customers are responsible for ensuring the property is safe for our cleaners.
 - Valuables:
 - a) For some of our more intensive services we ask for all customers to ensure that all valuables that are to be retained are securely set aside prior to the job commencing. We cannot accept liability of valuables which are removed from the property and disposed of. Furthermore, any items which have been subject to damage, infestations or faeces will be accepted by us as disposable items unless they have been specifically set aside by the customer.
6. Notice Periods:
 - If appointments are reoccurring, we require 1 full months' notice if you wish to leave us for any reason.
7. Liability and Insurance
 - We will take reasonable care to avoid damage. Any accidental damage must be reported within 24 hours of completion of the job.
 - We are fully insured for public liability.
 - Our liability is limited to the value of the service provided.
8. Health and Safety
 - We use professional-grade cleaning products. If you have any allergies or sensitivities, please inform us in advance.
 - Our cleaners follow strict safety protocols to ensure a safe working environment.
9. Dispute Resolution
 - Please contact us within 24 hours of the service if you have any complaints.
 - We aim to resolve complaints within 7 business days. If a resolution cannot be reached, we may offer a partial or full refund at our discretion.



10. Non-solicitation & Restrictive Covenant

- The Customer agrees not to directly or indirectly engage, employ, or contract any former employee or contractor of Clean Your Clutter Ltd for services similar to those provided under this agreement for a period of 12 months after termination of this contract.
- Failure to comply with this clause may result in legal action being taken and the business seeking financial damages from the customer.
- Alternatively, the customer can agree to liquidated damages which is calculated by taken the average number of hours typically provided in a calendar month and being multiplied by 6 months. This total sum would be the amount payable for this clause to be nullified.

11. Confidentiality Clause

- Non-Disclosure Obligation
 - a) The Customer agrees not to request, obtain, or use any contact details of [Your Company]'s subcontractors for any reason. The Customer must not contact or work with any subcontractor directly, unless Clean Your Clutter Ltd gives written permission.
- Breach & Remedies
 - a) Any breach of this clause shall be considered a material violation of this agreement, entitling Clean Your Clutter Ltd to seek injunctive relief, damages, or other legal remedies as deemed appropriate.

12. Social Media Policy

- Consent:
 - a) The Customer grants the Company permission to use the Content for promotional purposes, including but not limited to social media platforms (e.g., Facebook, Instagram, LinkedIn, Twitter, TikTok), website material, and marketing campaigns.
- Scope of Content:
 - a) The Content may include:
 - 1. Before, during & after photographs and videos of the customers property.
 - 2. Testimonials or feedback provided by the customer
 - 3. Any other material that has been agreed upon
 - b) The Company agrees that all Content will respect the Customer's privacy, ensuring no personally identifiable information (e.g. full name, address) or sensitive property details are disclosed without prior written consent.
- Revocation of Consent:
 - a) The Customer may withdraw consent for future use of the Content by providing written notice to the Company. Upon receipt, the Company will cease to use the specified Content within 14 days.
 - b) However, if the Customer has received any discounts or free services as a condition for providing the Content, the withdrawal of consent shall result in the Customer becoming liable for the value of those discounts or services. The charge will be based on the standard pricing of the services provided at the time of the agreement.
- Compensation:
 - a) This agreement does not entitle the Customer to any financial compensation for the use of Content unless explicitly agreed upon in writing.
- Term:
 - a) This agreement remains in effect unless revoked by the Customer in writing.
- All photos and videos taken by the Company are the property of the Company. We reserve the right to use, edit, alter, and distribute these images without notifying you, provided that you have not opted out. The Customer can opt-out of this clause by notifying the Company prior to any works commencing.
- If you have any questions or concerns about this policy or if you wish to opt out of being included in photos or videos, please contact us at:
 - a) Email: info@cleanyourclutterltd.com
 - b) Phone: 01323 364683
- The Company reserves the right to amend this social media policy at any time. Any changes to this policy will be posted on our website and will be effective immediately upon posting.

13. Amendments to Terms

- We reserve the right to amend these terms and conditions at any time.
- Customers will be notified of any changes to the terms and conditions via email or our website.

14. Governing Law

- These terms and conditions are governed by the laws of the United Kingdom.

15. Agreement Acceptance

- By booking our services, you acknowledge that you have read, understood, and agree to these terms and conditions.