



OLD SCHOOL CLEANING SERVICES LTD

Domestic Cleaning Terms & Conditions

1. Invoicing & Payments:

- For regular domestic services, customers will be invoiced **monthly in advance on 20th of each month**. Payment must be made before the 28th for the month ahead.
- For one off domestic services, customers will be **invoiced upon booking** and appointment will be **confirmed upon receipt of payment in full within 48 hours of invoice raised**.

2. Security & Key Holding:

- If key holding is required, keys must be provided in a **safe and secure manner**. If we are unable to access the property due to **key issues or client not answering the door** (e.g., faulty key, key not left in agreed location, or key safe malfunction), the clean will be **charged in full**.

3. Pets:

- Pets must be kept **with the owner** or securely **confined to one area** of the property during the clean to ensure the safety of both pets and cleaning staff.

4. Use of Products & Equipment:

- For insurance purposes, we will use **our own products and equipment** unless otherwise agreed in advance. If the client requests the use of their own products or equipment, a **disclaimer form** must be signed.

5. Use of Photos:

- We take **before-and-after photos** for quality assurance purposes at all our cleans. We may wish to use some for marketing purposes, including social media. Identifiable personal details will **never** be shared and we will always ask your permission prior to sharing.

6. Cancellations:

- We are committed to building and maintaining relationships with our clients and we absolutely understand that life can get in the way sometimes, and that you may need to reschedule or cancel an appointment with us. For occasional rescheduling or cancellation we will not charge, however, the following charges apply if we feel that it is happening more frequently than occasional. We will always try to reschedule for you.
- **Emergency occasional cancellation:** No charge.
- **Cancellations within 48 hours (more than occasional):** 50% of the service charge applies.
- **Cancellations within 24 hours (more than occasional):** Full service charge applies.



- If there has been **vomiting or diarrhoea (V&D)** in the household within 48 hours before the appointment, the clean will be **cancelled for health & safety reasons with no charge, if we are advised prior to attending the appointment. There will be a full charge if we are informed or find out at the appointment**

7. Temporary Suspension of Services:

- **4 weeks' notice** is required to temporarily suspend ongoing services.
- If services are suspended for **more than 2 weeks but less than 4 weeks**, a **retainer fee of 50%** of the usual charge applies.
- If services are suspended for **more than 4 weeks**, the **full charge** will apply.
- If the required **4 weeks' notice is not given**, the **full payment** for the period will be charged.

8. Ongoing Service Cancellations:

- **4 weeks' notice** is required to cancel ongoing services.

9. Property Access:

- If we cannot access the property due to **locked doors, inaccessible keys, or no response** from the client, the full service charge will apply.

10. Utilities:

- The property must have **electricity and hot running water** available during the clean.

11. Mould:

- If mould covers more than **1 square foot** in any area, the affected room may be **omitted from the clean** due to health & safety concerns. We provide mould removal and treatment as a separate and specialist service.

12. Supervision of Minors:

- **No under 18's should be unsupervised in the property while our team is working.**

13. Pest Infestations:

- Clients must notify us of any known **pest infestations** (fleas, bed bugs, rodents, etc.).
- If infestations are identified within 48 hours prior to the clean, the appointment will be **cancelled** until the issue is resolved and **charged at the full rate**.

14. Communication:

- **All changes, priorities, or concerns** should be communicated directly with **management**, not the cleaning team on-site.

15. Other Trades Working On-Site:

- Please notify us if other tradespeople will be present during your clean.



- If we arrive and other trades are present without **72 hours' notice**, we will do our best to proceed. However, if we deem it **unsafe or impractical**, the clean will be **charged in full**.

16. Appointment Times:

- Clients will receive an **approximate arrival time** the day before their appointment.
- If you have regular domestic services, and we need to reschedule, we will offer an **alternative time slot** within the next few days or apply a **credit** to your next invoice.
- If you have booked a **one off service** such as a deep clean and we need to reschedule, we will offer an alternative time slot. If we have to reschedule twice, we will offer you a full refund or an alternative time slot.
- We will always endeavour to prioritise time sensitive cleans, such as End of Tenancy or move out/move in cleans, however, on the very rare occasion, if we need to reschedule due to circumstances beyond our control, you will be offered a choice of another time slot or a full refund, along with support in finding another service.

These Terms & Conditions are designed to ensure clarity, fairness, and smooth service delivery. By booking our services, you agree to these terms.