

DIAMOND SWIFT CLEAN LTD

CANCELLATION AND RESCHEDULING POLICY

NOTICE REQUIRED

We understand that plans can change. If you need to cancel or reschedule your cleaning booking, please contact Diamond Swift Clean Ltd as soon as possible.

Please provide at least 48 hours' notice to avoid a cancellation charge.

CANCELLATION CHARGES

- At least 48 hours' notice: No charge.
- Less than 48 hours' notice: A charge of up to 50% of the agreed price may apply.
- Same-day cancellation: A charge of up to 100% of the agreed price may apply.
- No access at the agreed time: A charge of up to 100% of the agreed price may apply.

Any charge will reasonably reflect the staffing, travel and other costs or losses we have incurred because of the cancellation.

RESCHEDULING

Bookings rescheduled with at least 48 hours' notice will not normally incur a charge.

Requests made with less than 48 hours' notice will depend on availability and may be treated as a late cancellation where we cannot reasonably reallocate the reserved time.

CANCELLATIONS BY US

If we need to cancel or reschedule your booking because of illness, severe weather, transport disruption or another event outside our reasonable control, we will contact you as soon as possible.

We will offer a suitable alternative date or refund any payment already made for services that were not provided.

YOUR LEGAL RIGHTS

Consumers who book online, by telephone or away from our business premises may have a legal right to cancel within 14 days after the contract is made.

If you expressly request the service to begin during that period, you may have to pay for work already supplied. The right to cancel may end once the service has been fully completed at your express request.

Nothing in this policy affects your statutory rights.

HOW TO CONTACT US

Email: office@diamondswiftclean.co.uk

Telephone: 07356 062226

Website: diamondswiftclean.co.uk | Effective date: 25 July 2026