

# TERMS OF SERVICE

Effective Date: 05/01/2025



Welcome to **Natural Touch**. These Terms of Service outline the agreement between **Natural Touch** ("we," "us," or "our") and the customer ("you" or "your") regarding our window cleaning services.

By booking or using our services, you agree to the following terms and conditions:

- 1. Services Provided:** We provide professional window cleaning services, including residential and commercial window cleaning, as specified in your booking. Additional services, such as gutter cleaning or end-of-tenancy cleaning, may be offered at an additional cost.
- 2. Scheduling and Appointments:** Services are scheduled based on route availability and agreed upon at the time of booking. Appointment times are approximate and may vary due to weather, traffic, or other unforeseen circumstances. If we are unable to attend your property due to weather or safety concerns, we will reschedule the service at the earliest convenience.
- 3. Access to the Property:** You must ensure that our team has safe and unobstructed access to all areas requiring cleaning (e.g., windows, gates, ladders). If access is restricted or unsafe, we reserve the right to complete partial cleaning, reschedule, or charge for the full service. If we are unable to access the property due to a locked gate or other barriers, you will still be charged for the full cost of the visit.
- 4. Payment Terms:** Payment must be made in full and in advance for recurring services under specific promotions (e.g., "Get Your First Month Free"). For other services, payment is required on the day of service or as otherwise agreed. Payments can be made via GoCardless, bank transfer, or any other method agreed upon at the time of booking.
- 5. Direct Debit Policy:** Payments via GoCardless are processed as direct debits. If a direct debit is cancelled without prior notice to us, a £12.00 administration charge will be applied to your account. The outstanding balance, including the charge, must be paid within 7 days of notification.
- 6. Cancellation and Rescheduling:** If you need to cancel or reschedule a service, please provide at least 48 hours' notice. Cancellations within 48 hours may result in a charge of up to 50% of the service fee. For recurring services, a minimum of 7 days' notice is required to pause or terminate the agreement.
- 7. Refunds and Satisfaction Guarantee:** We are committed to providing high-quality services. If you are not satisfied with the results, please contact us within 24 hours of service completion, and we will re-clean any missed areas. Refunds are not available for services rendered.
- 8. Safety and Liability:** Our team operates under strict health and safety guidelines. We cannot be held liable for damage caused by pre-existing conditions such as faulty windows, frames, seals, or poor construction. If our team identifies any safety concerns (e.g., weak ladders or hazardous areas), we may decline to complete the service.
- 9. Promotions and Special Offers:** Promotions (e.g., "Get Your First Month Free") are subject to specific terms outlined at the time of booking. Only one promotion or discount can be applied per booking. Offers are subject to change or withdrawal at our discretion.
- 10. Privacy and Data Protection:** We collect and use your personal information solely for the purpose of delivering our services (e.g., address, contact details). Your data will never be shared or sold to third parties. For more details, refer to our Privacy Policy.
- 11. Force Majeure:** We are not liable for delays or cancellations due to circumstances beyond our control, such as extreme weather, natural disasters, or other unforeseen events.
- 12. Changes to Terms:** We reserve the right to update or modify these Terms of Service at any time. Changes will be communicated via email or updated on our website.
- 13. Agreement to Terms:** By booking or using our services, you acknowledge that you have read, understood, and agreed to these Terms of Service.

**Contact Us:** If you have any questions about these Terms of Service, please contact us:

**Phone:** 01636 233 214

**Email:** [helpinghands@naturaltouchnewark.co.uk](mailto:helpinghands@naturaltouchnewark.co.uk)

**Mail:** Natural Touch, 2a Bar Gate, Newark, Nottinghamshire. NG24 1ES