𝐓𝐞𝐫𝐦𝐬 𝐚𝐧𝐝 𝐂𝐨𝐧𝐝𝐢𝐭𝐢𝐨𝐧𝐬 𝐟𝐨𝐫 𝐫𝐞𝐠𝐮𝐥𝐚𝐫 **customers, domestic cleaning.**

𝑩𝒚 𝒆𝒏𝒈𝒂𝒈𝒊𝒏𝒈 𝒊𝒏 𝒐𝒖𝒓 𝒔𝒆𝒓𝒗𝒊𝒄𝒆𝒔, 𝒕𝒉𝒆 ***costumer*** 𝒂𝒈𝒓𝒆𝒆𝒔 𝒕𝒐 𝒂𝒍𝒍 𝑻&𝑪'𝒔.

***Regular Cleaning Explained***

When you hire house cleaners for a “regular cleaning” this is going to include the things you would do on a weekly / fortnightly basis.

A regular clean is designed to help maintain a certain level of cleanliness around your house.

When you invest in a regular clean the home cleaner will do some of the following things:

* Hoover and mopping all floors.
* Dusting reachable surfaces and all skirting.
* Cleaning the bathrooms – toilet, bath, mirror, sink, etc.
* Cleaning the kitchen – wiping surfaces, outside of appliances, emptying bin, wiping cupboard doors, sockets and switches etc.
* Striping and making beds (at extra cost).
* Clean any smears from windows, glass doors.

***Deep Cleaning Explained***

Now that you know what a regular cleaning entails, it’s time to discuss a deep clean. Deep cleaning is something you are likely going to need to invest in when you first hire a cleaning service. While deep cleaning is more expensive than regular cleaning.

A deep cleaning service will remove the deep dirt and grime in your home. It will cover the areas that aren’t typically covered in a regular cleaning service.

Some of the services provided when you hire a home cleaning service for a deep clean include:

* Remove scale and soap scum from shower heads, taps, kitchen tiles, bathroom tiles, etc.
* Clean behind appliances such as the microwave, toaster and cut through the grime that often builds up within the kitchen.
* Complete dusting including the baseboards and doors in all rooms.
* Floors all hoovered & washed (furniture moved where possible).
* Washing the home’s interior windows
* Cleaning patio doors and window frames
* Cleaning the Hob and Cooker top (Inside Oven charged extra)
* Washing machine cleaned inside drawer and drum.
* Tumble dryer filters
* Radiators wiped
* Bins Cleaned & emptied
* Top of kitchen units
* Grout cleaning
* Fridge / freezer (extra-charge)

As you can see, a deep cleaning is much more thorough than a regular cleaning service. This is the main reason that you pay more when you hire the professionals. It also takes longer to complete. (No time frame for this)

***What Type of Cleaning Do You Need?***

When you are ready to hire a home cleaning service, you may wonder what type of cleaning you need to begin with. In most cases, when you are starting out, scheduling a deep clean is a smart move.

It’s a good idea to speak with the professionals to determine which option is right for your needs. Doing so will help ensure you get the high level of clean that you want and need for your space.

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To be considered a 'regular' customer and be eligible for the regular customer’s rate, you must be booked in fortnightly, weekly or monthly basis. Anything less frequent would be a one-off/deep clean.

All payments must be made either on the day of the clean or within a week of the service, as per invoice instructions. If this is a problem for the customer, they must make us aware before any cleaning commences. A standing order is usually the best route as it saves the need to constantly transfer on every cleaning day.

We reserve the right to immediately cease operations if payments are in arrears.

Client agrees to pay 50% of the quote as a cancellation fee if they cancel or change the date/time less than 48 hours prior to the scheduled appointment. Any cancellations/changes made within 24 hours of the scheduled clean will be charged the full amount. If cancellation fees are not honoured, services will cease immediately. These fees are to subsidize the fact we may not be able to replace the lost work at such short notice and to accommodate the fact that the next again clean will technically be a deep clean due to missed cleans. In the case of an abrupt date change, the cancellation fee would not be taken off the cleaning fee on the new date. Full fees would apply for the lately rescheduled clean. Our prices are non-negotiable. We are already very competitively priced in relation to other serious and legitimate cleaning companies as per pricing guides such as Checkatrade.

You must not abuse the fact we don't charge our regulars for deep cleaning/addon’s tasks - Our full T&C's state we can only do 2 addon’s tasks per clean without it being classed as a deep clean and incurring subsequent charges. (Please refer to deep cleaning tasks)

Surfaces are expected to be relatively clear for us to do our job to our usually very high standards. If there are excess condiments or toiletries these are better in containers/boxes so they can all be moved in one motion. If worktop appliances are bulky and not used often, these may be better stored in a cupboard.

Our job is to clean, not to clear or pick up belongings. We are always happy to help make busy homes a little tidier, but we are hired for the cleaning primarily. We cannot continuously pick up lots of things before having to hoover, for example toys or litter. This has a serious adverse effect on people's manual handling abilities/physical health.

If building work has taken place, you must let us know at least a week in advance. An after building clean would need more time which we would only be able to accommodate with notice. We would not be able to spare extra time on the day as that would affect both ours and our other customers schedules.

We may not be able to move heavy furniture due to both health and safety/manual handling concerns. Same applies if furniture is on soft wooden floors and doesn't have wheels. If customers insist this must be done, we will not accept any liability if the wood is scratched or marked.

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If the customer has breached our terms and conditions, this may nullify any complaints depending on the severity of the breach.

If you are unhappy about any aspects of our cleaning, you must inform us within 24 hours. Raising a complaint days after a clean is unfortunately unresolvable at that point.

Refunds are not an option under any circumstances, alternative methods will be offered to rectify any service we provide - if the above point is honoured.

The only information we store based on a client is their address, email address and name. All of which are on encrypted applications, password protected, and firewall protected in coordination with the Data Protection Act (2018). We do not store any physical copies to remain eco-friendly.

If we are given a customer’s keys, we never label these. Instead, we make an identifiable mark on the key so only we can tell who they belong to. Keys are returned to office every time they are used and locked in a safe.

We will not discuss what happens in other customers homes with another client so please do not ask - even if it is a friend, neighbour or family member. The law still applies.

F&T Cleaning and services Ltd reserves the right to refuse to share any of the company or its customers confidential documents as per government GDPR/data protection law. However, if a customer wishes to see our insurance policy or DBS certificate for example, this is not an issue. We cannot offer physical copies of our insurance/DBS documents to residential/domestic clients as they are not covered by GDPR legislation.

𝐈𝐧𝐬𝐮𝐫𝐚𝐧𝐜𝐞

We have public liability insurance as all trades people should. The policy will cover any accidental damages caused by F&T Cleaning and services Ltd and will be reported within 24 hours of the service date.

Insurance cover does not include anything that may break down/be considered perishable/stop working at any time. Any appliances or any fixtures that are already damaged/not in full working order are also not included.

The customer is obliged make F&T Cleaning and Services Ltd aware about anything that is poorly fixed or not in full working order for safety reasons.

\*𝐹𝑢𝑙𝑙 𝑇&𝐶'𝑠 𝑤𝑖𝑙𝑙 𝑏𝑒 𝑒𝑚𝑎𝑖𝑙𝑒𝑑 𝑡𝑜 𝑎𝑙𝑙 𝑛𝑒𝑤 𝑐𝑙𝑖𝑒𝑛𝑡𝑠 𝑢𝑝𝑜𝑛 𝑞𝑢𝑜𝑡𝑎𝑡𝑖𝑜𝑛. 𝑇𝑒𝑟𝑚𝑠 𝑎𝑛𝑑 𝑐𝑜𝑛𝑑𝑖𝑡𝑖𝑜𝑛𝑠 𝑚𝑢𝑠𝑡 𝑏𝑒 𝑟𝑒𝑎𝑑 𝑏𝑦 𝑐𝑙𝑖𝑒𝑛𝑡 𝑏𝑒𝑓𝑜𝑟𝑒 𝑎𝑛𝑦 𝑐𝑙𝑒𝑎𝑛𝑖𝑛𝑔 𝑐𝑜𝑚𝑚𝑒𝑛𝑐𝑒𝑠 - 𝑓𝑎𝑖𝑙𝑢𝑟𝑒 𝑡𝑜 𝑑𝑜 𝑠𝑜 𝑐𝑎𝑛 𝑙𝑒𝑎𝑑 𝑡𝑜 𝑖𝑠𝑠𝑢𝑒𝑠/𝑢𝑛𝑚𝑒𝑡 𝑒𝑥𝑝𝑒𝑐𝑡𝑎𝑡𝑖𝑜𝑛𝑠 𝑠𝑢𝑐ℎ 𝑎𝑠 𝑒𝑥𝑝𝑒𝑐𝑡𝑖𝑛𝑔 𝑢𝑠 𝑡𝑜 𝑑𝑖𝑠𝑝𝑜𝑠𝑒 𝑜𝑓 𝑏𝑖𝑜ℎ𝑎𝑧𝑎𝑟𝑑𝑜𝑢𝑠 𝑤𝑎𝑠𝑡𝑒, 𝑤ℎ𝑖𝑐ℎ 𝑤𝑒 𝑐𝑎𝑛𝑛𝑜𝑡.

F&T Cleaning and services Ltd Management.