



## Terms & Conditions

By booking a cleaning service, every client gives their consent to the below T&C's:

### **General Terms and Conditions:**

The current web-site provides a guide to the services which we provide. The final agreed quote is given in the cleaning plan prepared for each individual client.

C&K Cleaning LTD have the right to make changes to the T&C's, quotes and prices. All existing clients will be notified 28 days prior to changes taking place. Clients have 28 days after notification to raise any disagreements, concerns or cancel their contract. After this period C&K Cleaning LTD will implement the changes to existing clients' contracts.

### **The Client:**

Payment for the cleaning services provided can be made in advance or on the day of service completion. Acceptable options are cash, bank transfers, cheques or standing orders.

Our contract price is lower than One-off or Spring clean rates. This reduced rate is only available on the signing of a yearly contract consisting of either a 26 week (fortnightly clean) or 52 week (Weekly clean) contract.

An additional charge of 10% per week will occur for any late payments.

## **Cancellations:**

### **Contract Clean :**

The client has the right to cancel the agreed contract at any time with one (1) months' notice paid in full. All contract cancellation notification should be sent to the C&K Cleaning LTD email address: candkcleaningLtd@yahoo.com and NOT directly with your cleaner.

All clients will be provided with full copies of all relevant insurance documents, a key release form and an agreed cleaning plan which must be signed by both the client and a member of the C&K Cleaning LTD senior management.

It is the client's responsibility to arrange access to the property / properties being cleaned. If on the day of the cleaning the property is inaccessible, or there is any obstruction for the cleaners to carry out the service, full payment is due from the customer.

Clients have the opportunity to contact us if they have concerns with the quality of the cleaning services supplied and ask for a supervisor / senior member of staff to come and discuss concerns and come up with an agreed solution. Please contact us within 24 hours of supplied services if not fully satisfied. All complaints will be reviewed and our cleaners will return to the property free of charge if the complaint is justified. Please note that for carpet cleaning we cannot guarantee that all stains can be removed.

In the unfortunate event of damages or breakage we must be informed as soon as possible and no later than 24 hours from the cleaners visit. We request that proof is provided that our cleaners are at fault.

## **Cleaners:**

All our cleaners are interviewed by senior management and all references and ID's are vigorously checked and have Disclosure Scotland Scheme certificates.

## **Additional Terms and Conditions:**

C&K Cleaners Ltd closes for two weeks in Summer and 2 weeks at the Christmas holiday: If the Client has paid for 52 week block (or 26 week block and the block includes either the Christmas holiday or Summer holiday), the Client will pay for the whole 52 or 26 week block. There are no reductions in cost.

Deep cleans and one-off's are charged at the rate of £20.00 per hour per cleaner.