



Appleby Home Cleaning - Terms and Conditions

1. Terms of contract

1.1. These Terms and Conditions constitute a legally binding agreement between Appleby Home Cleaning and the customer.

1.2. The customer agrees that by using any Appleby Home Cleanings service they are bound into these terms and conditions.

1.3. Appleby Home Cleaning has the right to change the terms and conditions at any given time but must always tell customers after any change.

2. Cancellations

2.1. The customer must give 24 hours' notice before cancelling their scheduled clean, if not the customer will still be charged full amount. (unless agreed otherwise).

2.2. The customer must have a minimum of 4 regular cleans when using the regular service, if the customer cancels before the 4 cleans they will be charged the remaining balance/cleans left.

2.3. if the customer wants to reschedule the clean, Appleby Home Cleaning will try it's best to accommodate a new date (the customer must let us know about rescheduling minimum 24 hours prior to clean). Please note that rescheduling may not always be possible.

2.4. Appleby Home Cleaning has the right to cancel your clean at any given moment, the customer will not be charged for the clean. We will try and reschedule the clean, however this is not always possible.

2.5. If the customer cancels on a regular basis, Appleby Home Cleaning has the right to remove you off our rounds.

2.6. The customer must pay full price for the clean if they fail to provide access into the property.

3. Payments

3.1. All payments must be made in pound sterling, using cash, cheque or BACS (bank transfer).

3.2. Appleby Home Cleaning has the right to add a late payment charge if any bills are not paid within 7 days (unless agreed otherwise). The late payment charge will be 10% of the customer's bill.

3.3. Appleby Home Cleaning has the right to remove any customers from the round if payments are regularly late.

3.4. All prices are reviewed and potentially changed at any given time; this is normally adjusted with inflation or a reasonable circumstance. Appleby Home Cleaning must let the customer know of any change in price.

4. Equipment

4.1. The customer must provide all the necessary cleaning equipment; this is to prevent cross contamination and allergens across properties.

4.2. The customer's equipment must be safe to use and in a working order. The customer must give operating instructions if the equipment is complicated to use.

4.3. If the customer can't provide any equipment we can not complete the clean, and the customer may still be charged.

4.4. If the customer's equipment isn't efficient enough we do not own up to any complaints on behalf of this.

5. Insurance and liabilities

5.1. Appleby Home Cleaning provide public liability insurance up to £1,000,000 to all our customers in case of accidental damage. Provided that the damage by the cleaner is accidental the excess fee is £250 - £500.

5.2. The customer must let Appleby Home Cleaning know about any damage caused by the cleaner within 24 hours.

5.3. Appleby Home Cleaning will not take liability of damage caused by already damaged or faulty areas. This can include things like a faulty vacuum, already damaged furniture and general issues around the property.