



Terms & Conditions

EFFECTIVE 8 AUGUST 2026

1. Booking

By booking our cleaning services, you agree to these Terms & Conditions. A booking is confirmed once it has been accepted by us.

2. Prices and Payment

- Prices will be agreed before the service is carried out.
- Payment is due on completion of the cleaning service unless otherwise agreed in writing.
- We reserve the right to request full or partial payment in advance for certain bookings.
- If payment is not received by the agreed due date, we reserve the right to charge a late payment fee of £50.
- The late payment fee may be applied once the payment becomes overdue and will be communicated to the customer.
- We reserve the right to suspend or decline future bookings where an outstanding balance remains unpaid.
- Any reasonable costs incurred in recovering an overdue payment may also be sought where legally permitted.

3. Access

You must provide safe and reasonable access to the property at the agreed appointment time. If we are unable to gain access, or access is refused, the cancellation charges set out below may apply.

4. Cancellation Policy

We understand that plans can change. When you book a cleaning appointment, we reserve that time exclusively for you.

- Cancellations made more than 24 hours before the scheduled appointment are free of charge.
- Cancellations made less than 24 hours before the appointment may incur a charge of up to 50% of the agreed booking fee.
- If you cancel on the day of the scheduled appointment, or if our cleaners attend but are unable to carry out the service because access is unavailable or the appointment is cancelled at that time, you agree to pay 100% of the agreed booking fee. This charge represents our reasonable losses arising from the reserved appointment, which cannot usually be reallocated at short notice.

Nothing in this clause affects your statutory rights. Where applicable under UK consumer law, cancellation charges will not exceed our reasonable costs and losses.

5. Rescheduling

We will make reasonable efforts to accommodate requests to reschedule an appointment. Requests made with less than 24 hours' notice may be treated as a cancellation under Clause 4.

6. Quality of Service

We aim to provide a high standard of cleaning. If you are dissatisfied with the service, please notify us within 24 hours of completion so that we can investigate and, where appropriate, arrange to rectify any issues within a reasonable time.

7. Customer Responsibilities

You agree to:

- Provide accurate information about the property.
- Ensure that water, electricity and, where reasonably necessary, heating are available.
- Inform us before the appointment of any hazards, fragile items or special cleaning requirements.
- Secure valuable or irreplaceable items before the cleaning service begins.

8. Liability

We will exercise reasonable care and skill when providing our services.

We are not responsible for:

- Existing damage, wear and tear, or faulty fixtures and fittings.
- Damage resulting from pre-existing conditions.
- Loss or damage except where caused by our negligence or breach of contract.

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any liability that cannot legally be excluded or limited under the laws of England and Wales.

8.1 Reasonable Care

We and our cleaning operatives take reasonable care when providing cleaning services. However, accidents can occasionally happen, particularly when cleaning around fragile, delicate or pre-existingly damaged items.

Customers are responsible for identifying and securely storing away any items that are irreplaceable, highly fragile, or have significant monetary or sentimental value. Customers may also request that specific items are not cleaned.

We cannot guarantee that an identical replacement will always be available for an item that is accidentally damaged.

8.2 Reporting Damage

Any claim relating to damage to property or belongings must be reported to us as soon as reasonably possible and, where possible, within 24 hours of the cleaning service.

The customer should provide photographs and any relevant information that may assist us in investigating the claim.

We reserve the right to inspect the item or property and investigate the circumstances before accepting responsibility for any alleged damage.

8.3 Repair or Replacement

Where we accept responsibility for accidental damage caused by our negligence or breach of contract, we will, where reasonably possible, arrange and pay for the reasonable cost of repairing the damaged item.

If the item cannot reasonably be repaired, we may offer a replacement of the same or substantially similar item where one is reasonably available.

An identical replacement cannot always be guaranteed, particularly where the item is discontinued, antique, bespoke or otherwise unavailable.

Where a replacement is not reasonably available, we may offer compensation based on the item's reasonable current value, taking into account its age, condition, depreciation and availability, rather than automatically providing the cost of a brand-new replacement.

8.4 Exclusions

We will not normally be responsible for damage where:

- The item was already damaged, defective, unstable or in poor condition before the cleaning service.
- The damage results from normal wear and tear.
- The item was not suitable for the cleaning method reasonably required or was incorrectly installed.
- The customer failed to inform us of a relevant hazard, defect or special cleaning requirement.
- The item was specifically identified as fragile or irreplaceable but was left accessible for cleaning without prior instruction.
- The damage was not caused by our negligence or breach of contract.

Nothing in this clause excludes or limits any liability or statutory rights that cannot legally be excluded or limited under UK law.

9. Health and Safety

We reserve the right to refuse to commence or continue work where the property presents a health or safety risk, or where our staff are subjected to abusive, threatening or violent behaviour.

10. Termination

10.1 Termination by the Customer

The customer may end an ongoing cleaning arrangement by providing reasonable notice to us. Unless otherwise agreed, 14 days' notice should be provided.

Any appointments falling within the applicable notice period remain subject to these Terms & Conditions and our cancellation policy.

10.2 Termination by Us

We may terminate an ongoing cleaning arrangement by providing reasonable notice to the customer.

We reserve the right to terminate the cleaning arrangement immediately where:

- The customer repeatedly fails to make payments when due.
- There is a serious or repeated breach of these Terms & Conditions.
- The property presents a health or safety risk to our cleaners.
- Our cleaners are subjected to abusive, threatening, discriminatory or violent behaviour.
- The customer provides misleading or materially inaccurate information about the property or cleaning requirements.
- We reasonably believe that continuing to provide the service would be unsafe, unlawful or otherwise inappropriate.

Where we terminate the service due to a customer's breach of these Terms, any outstanding amounts properly due remain payable.

10.3 Effect of Termination

Termination of an ongoing cleaning arrangement does not affect any rights, obligations or amounts that arose before the termination date.

Any outstanding invoices, applicable cancellation charges or other sums properly due must still be paid in accordance with these Terms & Conditions.

Termination will not affect any statutory rights the customer may have under applicable UK consumer law.

11. Photo & Social Media Consent

11.1

From time to time, the Company may take photographs or videos of completed cleaning work for the purposes of promoting and advertising the Company's services, including on social media, the Company's website and other marketing materials.

11.2

Photographs and videos will, wherever reasonably possible, focus on the cleaning work itself and will not intentionally include identifiable individuals, personal documents, photographs, addresses, house numbers or other information that could identify the Customer.

11.3

By booking the Company's services and accepting these Terms & Conditions, the Customer expressly agrees and consents to the Company taking and using photographs and/or videos of the completed cleaning work for marketing and promotional purposes, as described in this Clause 11.

11.4

No separate signature, consent form or written confirmation is required. The Customer's acceptance of these Terms & Conditions constitutes their consent to the Photography & Social Media Consent provisions contained within this Clause 11.

11.5

The Company may reasonably crop, edit or modify photographs or videos for marketing purposes, provided that such editing does not materially misrepresent the cleaning service provided.

11.6

The Customer may withdraw their consent at any time by contacting the Company in writing. Withdrawal of consent will not affect the lawfulness of any use that took place before consent was withdrawn. The Company will take reasonable steps to stop using relevant photographs or videos in future marketing following withdrawal, where reasonably practicable.

11.7

The Customer should inform the Company before the cleaning appointment if there are any specific items, areas or personal belongings within the property that they do not wish to appear in photographs or videos.

11.8

Photographs or videos taken solely for the purpose of documenting the condition of the property, cleaning results, damage or other matters relating to the cleaning service may be retained where reasonably necessary for the Company's records, resolving disputes or protecting its legal rights. Such images will not be used for public marketing purposes unless covered by the consent provided under this Clause 11.

11.9

The Company will handle any personal data captured in photographs or videos in accordance with applicable UK data protection legislation and the Company's Privacy Policy.

12. Data Protection

Any personal information you provide will be used only for the purpose of arranging and providing our services and will be handled in accordance with applicable UK data protection legislation.

13. Consumer Rights

Nothing in these Terms & Conditions affects your statutory rights, including your rights under the Consumer Rights Act 2015 and other applicable consumer protection legislation.

14. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. Any dispute arising out of or in connection with these Terms shall be subject to the jurisdiction of the courts of England and Wales.

Any questions about these terms? Just ask. You can reach Lucy on 07533 963168 or through thequeenofclean.uk, and she would far rather talk something through than have you wondering about it.