

A & A Quality Cleans

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TERMS & CONDITIONS

These Terms and Conditions apply to all cleaning services provided by A & A Quality Cleans, including regular domestic cleans, one-off cleans, deep cleans, holiday let cleans, caravan cleans, changeovers and any agreed optional extras.

By accepting a quote, booking a service, or allowing A & A Quality Cleans to begin work, the client agrees to these Terms and Conditions.

1. Definitions

In these Terms and Conditions, the following words and phrases have the meanings set out below:

“A & A Quality Cleans”, “we”, “us” or “our” means the cleaning service provider carrying out the agreed cleaning services.

“Client”, “you” or “your” means the person, business, property owner, tenant, landlord, holiday let owner, agent or representative booking or receiving the cleaning service.

“Property” means the home, holiday let, caravan, lodge, commercial space or other premises where the cleaning service is to be carried out.

“Service” or “Cleaning Service” means the cleaning work agreed between A & A Quality Cleans and the client. This may include regular cleans, one-off cleans, deep cleans, holiday let cleans, caravan cleans, changeovers or optional extras.

“Booking” means an agreed date and time for A & A Quality Cleans to carry out cleaning services.

“Quote” means the estimated or agreed price provided to the client before the service begins. A quote is based on the information provided by the client and may change if the work required is different from what was originally described.

“Invoice” means the payment request issued by A & A Quality Cleans after the service has been completed, or at another agreed time.

“Agreed Work” means the cleaning tasks, extras, access arrangements, dates, times and prices confirmed between A & A Quality Cleans and the client.

“Optional Extras” means additional services that are not included as standard and must be agreed separately. This may include oven cleaning, fridge cleaning, inside windows, laundry, linen changes, bed making, cupboard interiors or other additional work.

“Access Details” means any keys, key safe codes, door codes, alarm codes, parking instructions, entry instructions or other information needed to access the property.

“Key Holding” means any arrangement where A & A Quality Cleans temporarily or regularly holds a physical key, fob or other access item for the client’s property.

“Working Area” means the rooms, areas or items that A & A Quality Cleans has agreed to clean.

“Restricted Area” means any room, cupboard, storage area, outbuilding, loft, garage, private area or part of the property that the client has told A & A Quality Cleans not to enter or clean.

“Reasonable Access” means safe and clear access to the property and the areas to be cleaned, including working locks, correct codes, safe flooring, safe parking where possible and no preventable hazards.

“Short Notice Cancellation” means a booking cancelled with less than the notice period stated in these Terms and Conditions or agreed with the client.

“Completion of Service” means the point at which A & A Quality Cleans has finished the agreed work for that booking.

2. Quotes and Bookings

All quotes are based on the information provided by the client at the time of enquiry.

Quotes may be provided by message, email, phone, form, or in person.

A quote is not confirmed until it has been accepted by the client and agreed by A & A Quality Cleans.

If the property condition, size, access, service requirements, or level of work needed is different from what was originally described, A & A Quality Cleans may amend the quote before starting work or discuss any additional charges with the client.

A & A Quality Cleans reserves the right to refuse or rearrange work if the job is significantly different from what was agreed.

3. Services Provided

A & A Quality Cleans provides cleaning services as agreed with the client. This may include, but is not limited to:

- Regular domestic cleaning
- One-off cleaning
- Deep cleaning

- Holiday let cleaning
- Caravan or lodge cleaning
- Changeover cleaning
- Optional extras, where agreed

The exact services included will be confirmed in the quote, booking form, service checklist, or written agreement.

Any additional work requested on the day may incur an extra charge and may not always be possible depending on time, availability, and supplies.

4. Client Responsibilities

The client agrees to provide accurate information about the property and the cleaning required.

The client should ensure that A & A Quality Cleans has safe and reasonable access to the property at the agreed time.

The client should make A & A Quality Cleans aware of any important information before the clean, including:

- Access instructions
- Alarm codes
- Pets
- Fragile or valuable items
- Damaged surfaces or fittings
- Areas not to clean or enter
- Hazardous materials
- Faulty appliances, sockets, locks, steps, flooring, or fixtures

The client is responsible for removing or securing valuable, fragile, sentimental, or irreplaceable items before the clean.

5. Access to the Property

Access arrangements must be agreed before the clean.

Access may be provided by the client being present, a key safe, lockbox, door code, alarm code, physical key, or another agreed method.

If keys, codes, or other access details are provided, the client agrees that A & A Quality Cleans may use them only for the purpose of carrying out agreed cleaning services.

Where required, the client may be asked to complete a Property Access and Key Holding Form.

If A & A Quality Cleans is unable to access the property at the agreed time due to incorrect keys, changed codes, faulty locks, no one being present, or unclear instructions, a cancellation fee or call-out charge may apply.

6. Keys, Codes and Security

Any keys, codes, key safe details, alarm details or access information provided to A & A Quality Cleans will be kept securely and used only for agreed cleaning work.

By providing keys, codes or access details, the client gives A & A Quality Cleans permission to use them for the purpose of accessing the property to carry out agreed services.

Keys will not be labelled with the full property address. Where possible, keys will be identified using a client ID, job number, or other non-address reference.

A & A Quality Cleans will not share keys, codes or access details with third parties unless the client has given permission.

The client must inform A & A Quality Cleans as soon as possible of any changes to locks, keys, codes, alarms, key safe details or access arrangements.

If any key, code or access device is lost, misplaced, stolen or suspected to be compromised while in our possession, A & A Quality Cleans will inform the client as soon as reasonably possible and discuss the next steps.

Keys will be returned to the client when the cleaning service ends, unless otherwise agreed in writing.

7. Payments

Payment terms will be stated on the quote or invoice.

Unless otherwise agreed, payment is due within **7 days of job completion**.

Payment can be made by bank transfer or cash.

Bank transfer details will be provided on the invoice.

Late or unpaid invoices may result in future cleans being paused or cancelled until payment is received.

A & A Quality Cleans reserves the right to charge reasonable costs for recovering overdue payments where applicable.

8. Cancellations and Rearrangements

The client should give as much notice as possible if they need to cancel or rearrange a clean.

For regular domestic cleans, A & A Quality Cleans asks for at least **24 hours' notice** where possible.

For deep cleans, holiday let cleans, changeovers, or larger booked jobs, A & A Quality Cleans asks for at least **48 hours' notice** where possible.

If a booking is cancelled at short notice, or if A & A Quality Cleans attends but cannot access the property, a cancellation fee may apply.

A & A Quality Cleans may need to rearrange a booking due to illness, vehicle issues, severe weather, emergency situations, unsafe working conditions, or circumstances outside our control. If this happens, we will contact the client as soon as possible.

9. Satisfaction and Complaints

A & A Quality Cleans aims to provide a high standard of service.

If the client is unhappy with any part of the clean, they should contact A & A Quality Cleans as soon as possible, ideally within **24 hours** of the clean being completed.

The client should provide details and, where possible, photographs of the issue.

A & A Quality Cleans will review the concern and may offer to return to correct the issue where reasonable and appropriate.

A & A Quality Cleans will not usually offer a refund or re-clean where the issue was caused by circumstances outside our control, such as pre-existing damage, heavy clutter, lack of access, unsafe areas, or areas not included in the agreed service.

10. Damage and Breakages

A & A Quality Cleans will take reasonable care when cleaning the client's property.

The client must inform A & A Quality Cleans of any fragile, loose, damaged, unstable, valuable, or delicate items before the clean begins.

A & A Quality Cleans is not responsible for pre-existing damage, wear and tear, faulty fittings, loose fixtures, unstable items, or damage caused by poor condition of surfaces or materials.

If accidental damage occurs, A & A Quality Cleans will inform the client as soon as reasonably possible.

Any claim for damage must be reported as soon as possible, ideally within **24 hours** of the clean.

11. Surfaces, Materials and Cleaning Products

The client must inform A & A Quality Cleans of any delicate or specialist surfaces, including but not limited to:

- Natural stone
- Marble

- Granite
- Untreated wood
- Oiled wood
- Brass
- Chrome
- Enamel
- Painted surfaces
- Specialist flooring
- Antique or delicate items

A & A Quality Cleans will take reasonable care when choosing products and methods.

If the client requests the use of specific products, A & A Quality Cleans is not responsible for damage caused by those products unless used negligently.

A & A Quality Cleans may refuse to use products or methods that we consider unsafe or unsuitable.

12. Health and Safety

A & A Quality Cleans reserves the right to refuse or stop work if the property is unsafe or unsuitable to clean.

This may include, but is not limited to:

- Unsafe electrics
- Broken glass
- Human or animal waste beyond normal cleaning
- Pest infestations
- Bodily fluids
- Mould or hazardous substances
- Aggressive animals
- Unsafe access
- Excessive clutter
- Exposure to dangerous chemicals
- Structural issues

If unsafe conditions are discovered, A & A Quality Cleans will contact the client to discuss the issue.

Additional charges may apply if specialist cleaning, extra time, or alternative arrangements are required.

13. Pets

The client must inform A & A Quality Cleans of any pets at the property.

The client is responsible for ensuring pets are safely secured where necessary.

A & A Quality Cleans is not responsible for pets escaping, becoming distressed, or causing damage if the client has not provided clear instructions or safe arrangements.

A & A Quality Cleans may refuse to enter or continue working if a pet appears aggressive, unsafe, or uncontrolled.

14. Clutter and Preparation

The client should ensure the property is reasonably accessible before the clean.

A & A Quality Cleans may clean around clutter where necessary, but excessive clutter may limit what can be cleaned.

Unless agreed in advance, A & A Quality Cleans is not responsible for tidying personal items, organising belongings, moving heavy furniture, or clearing large amounts of rubbish.

15. Holiday Lets, Caravans and Changeovers

For holiday let, caravan, lodge, or changeover cleans, the client must provide accurate information about:

- Guest departure and arrival times
- Access arrangements
- Linen and laundry requirements
- Restocking requirements
- Bin arrangements
- Damage reporting expectations
- Owner or guest instructions
- Any site or park rules

A & A Quality Cleans will carry out the agreed checklist as far as reasonably possible within the time available.

A & A Quality Cleans is not responsible for guest behaviour, late guest departure, missing supplies, damaged items, maintenance issues, or delays outside our control.

Any guest damage, missing items, or maintenance concerns noticed during the clean may be reported to the client, but A & A Quality Cleans is not responsible for inspecting the property beyond the agreed cleaning service unless specifically agreed.

16. Optional Extras

Optional extras must be agreed in advance where possible.

Optional extras may include, but are not limited to:

- Oven cleaning
- Fridge cleaning
- Inside window cleaning
- Linen changes
- Bed making
- Laundry
- Interior cupboard cleaning
- Spot cleaning
- Additional rooms or areas

Optional extras may incur additional charges.

Some optional extras may not be available on the day if they require additional time, equipment, or products.

17. Photographs

A & A Quality Cleans may take photographs for records, quality checks, or evidence of property condition, damage, access issues, or completed work.

A & A Quality Cleans will not publish identifiable images of a client's home, personal belongings, address, or private information without permission.

Any marketing photographs will only be used where appropriate permission has been given and identifying details have been removed where necessary.

18. Insurance

A & A Quality Cleans aims to hold appropriate insurance for the services provided.

Insurance details can be provided on request.

The client should also ensure they have suitable household, landlord, or holiday let insurance where appropriate.

19. Limits of Service

A & A Quality Cleans provides cleaning services only.

Unless specifically agreed, A & A Quality Cleans does not provide:

- Professional pest control
- Biohazard cleaning
- Specialist mould remediation
- Professional carpet cleaning
- Maintenance or repairs
- Childcare, pet sitting, or care services
- Moving heavy furniture
- High-level external window cleaning
- Cleaning requiring specialist licences or equipment

20. Confidentiality and Privacy

A & A Quality Cleans will treat client information, property details, access details, and personal information confidentially.

Client information will only be used for providing services, managing bookings, invoicing, communication, and business records.

Personal information will not be sold or shared unnecessarily.

21. Changes to Terms

A & A Quality Cleans may update these Terms and Conditions from time to time.

The latest version will apply to new bookings and ongoing services once provided to the client.

For regular clients, reasonable notice will be given of any significant changes.

22. Agreement

By accepting a quote, booking a clean, submitting a service form, providing access, or allowing work to begin, the client confirms that they have read, understood, and agreed to these Terms and Conditions.