

# Terms and Conditions:

## 1. Booking and Payment

- € All bookings are subject to availability and confirmed upon agreement of date and time.
- € Payment is required on the day of service or within 24 hours after the clean, unless agreed otherwise.
- € Payments can be made via bank transfer or cash.

## 2. Cancellation Policy

- € Please provide at least 48 hours' notice for cancellations or rescheduling.
- € Cancellations made with less than 48 hours' notice may incur a charge of 50% of the booking fee.

## 3. Access to the Property

- € It is the client's responsibility to ensure access to the property on the agreed date and time. If access is not provided, the full service fee may be charged.

## 4. Cleaning Standards

- € I strive to deliver high-quality cleaning with every visit. If you are dissatisfied, please notify me within 24 hours, and I will return to rectify any issues.
- € My cleaning services do not include tasks such as heavy lifting, exterior window cleaning, or deep stain removal unless agreed in advance.

## 5. Health and Safety

- € I reserve the right to refuse service if the property is deemed unsafe or unsanitary.
- € Any hazards, such as broken appliances or unsafe conditions, must be disclosed before the service.

## 6. Personal Belongings and Damage

- € I take great care when cleaning your home, but I cannot accept liability for pre-existing damage or delicate items not disclosed before cleaning.

€ Please ensure that valuables are stored safely during the cleaning service.

## 7. Cleaning Products and Equipment

€ I provide all cleaning products and equipment required for the service unless otherwise agreed.

€ If you prefer specific cleaning products, please provide them in advance.

## 8. Pets

€ I am pet-friendly, but it is the client's responsibility to secure any pets to avoid interference during the cleaning process.

## 9. Changes to Services

€ Any changes to the agreed cleaning services must be discussed and confirmed in advance.

## 10. Confidentiality

€ I respect your privacy and maintain strict confidentiality regarding your personal information and property details.

## 11. Liability

€ I am fully insured, and any damages directly caused by my cleaning service will be covered by my insurance policy.

€ I cannot be held responsible for accidental breakages or damages to fragile or irreplaceable items unless previously disclosed and agreed upon.

## 12. Waiting List

€ For services such as the Monthly Club, waitlist availability is subject to change, and bookings will be confirmed on a first-come, first-served basis.

## 13. Acceptance of Terms

€ By booking my cleaning services, you agree to these terms and conditions.

