

## **TERMS & CONDITIONS**

**These Terms and Conditions represent a contract between Portsdown Cleaning and the Customer. Both parties shall ensure that their respective responsibilities under this agreement are undertaken in compliance with all statutory regulations and codes of conduct. The Client agrees that any use of the Company's services, including placing an order for services by telephone, email, website or social media shall constitute the Client's acceptance of these Terms and Conditions.**

### **1. Bookings & Deposits**

- 1.1 All services require a £25 non-refundable deposit, payable at the time of booking.
- 1.2 The remaining balance is due in full upon completion of the service.

### **2. Cancellations & Refunds**

- 2.2 If you cancel within 48 hours of your appointment, the deposit will be retained to cover lost time and scheduling costs.
- 2.2 Rescheduling within 48 hours may be treated as a cancellation unless agreed otherwise by Portsdown Cleaning.
- 2.3 Refund will be issued only if:
  - 2.3.1 The Client has cancelled a cleaning visit within the allowed time (48 hours) prior to the start of the cleaning visit.
  - 2.3.2 A cleaning operative has not been able to carry out the cleaning due to reasons beyond the Client's responsibility.

### **3. Access & Responsibilities**

- 3.1 Customers are responsible for ensuring safe and timely access to the property at the agreed appointment time.
- 3.2 Any delays caused by lack of access may result in reduced service time or additional charges.

#### **4. Payments**

- 4.1 Payment of the remaining balance is required immediately upon completion of the service, unless otherwise agreed in writing.
- 4.2 We accept cash or bank transfer.

#### **5. Services & Standards**

- 5.1 All services will be carried out to a professional standard.
- 5.2 If you are dissatisfied with any aspect of our work, please notify us within **24 hours** of completion so we can resolve the issue.
- 5.2.1. The Client agrees to allow the Company back to re-clean any disputed areas/items before making alternative measures.

#### **6. Liability**

- 6.1 Portsdown Cleaning will take reasonable care when delivering services, but we cannot be held responsible for pre-existing damage, wear and tear, or items not suitable for cleaning.
- 6.2 We are not liable for indirect losses such as missed appointments, loss of income, or inconvenience.

#### **7. Health & Safety**

- 7.1 For the safety of our staff, we reserve the right to refuse service in cases where conditions are hazardous, unsafe, or unsuitable.

#### **8. Equipment**

- 3.1. The Company shall provide all cleaning supplies and cleaning equipment necessary to carry out the service.
- 3.2. The Client must provide running water, electricity, and sufficient light at the premises where the service takes place.
- 3.3. Any specific products requested but not carried by the cleaning operative must be provided for by the customer however in the event of any damages, Portsdown cleaning shall not take any responsibility.