

CleanTeamLon Ltd

Terms & Conditions

PROFESSIONAL CLEANING SERVICES

Terms applying to quotations, bookings and cleaning services

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This document is intended as a practical business template for publication on the CleanTeamLon Ltd website. It is not a substitute for advice from a qualified UK solicitor or data-protection professional.

Important: These Terms do not remove or reduce any statutory rights that a consumer has under applicable law, including the right for services to be carried out with reasonable care and skill.

1. About these Terms

These Terms govern cleaning services supplied by CleanTeamLon Ltd ("CleanTeamLon", "we", "us" or "our") to the person or organisation booking the service ("Client", "you" or "your"). They apply together with the written quotation, booking confirmation and any service-specific description agreed with you. If there is a conflict, the booking confirmation takes priority for the specific booking.

2. Services

- Services may include regular domestic cleaning, one-off cleaning, deep cleaning, end-of-tenancy cleaning, office cleaning, Airbnb or short-let changeovers, post-construction cleaning, oven cleaning, carpet and upholstery cleaning, and window cleaning.
- The exact scope is the work expressly included in our quotation or booking confirmation. Tasks not listed are not automatically included.
- An estimate of time is not a guarantee. The time required depends on property condition, access, clutter, scale, equipment, water or electricity availability and the standard requested.
- We may decline unsafe, unlawful, biohazardous, specialist or technically unsuitable work, including work involving asbestos, significant mould, pests, bodily fluids, needles, dangerous heights, unstable fittings or unidentified chemicals.

3. Quotations and booking

- A quotation is based on the information, photographs or inspection available at the time. We may revise it if the information was incomplete or the actual condition or scope is materially different.
- A booking is confirmed when we accept it in writing or clearly agree the date, time, service and price by email, text message, WhatsApp or another agreed channel.
- You must provide accurate information about the property, parking, access, pets, delicate surfaces, hazards and any special requirements.
- We may request a deposit or advance payment. Any deposit and its purpose will be explained before payment.

4. Consumer cancellation rights for distance and off-premises bookings

Where you are a consumer and the law gives you a 14-day cancellation period for a service booked at a distance or away from our business premises, that statutory right applies. If you ask us to start the service during that period, we may ask for your express request. If you then cancel after work has begun, you may have to pay a proportionate amount for the service already supplied. Once a service has been fully performed following your express request and acknowledgement, the statutory cancellation right may end.

The separate cancellation rules in section 5 apply in addition to, and do not replace, any statutory cancellation rights.

5. Changes, postponements and cancellation

- Please give as much notice as possible. For ordinary bookings, cancellation or postponement with at least 24 hours' notice will normally avoid a cancellation charge unless different terms were agreed.
- For less than 24 hours' notice, we may charge a reasonable amount reflecting losses and costs actually caused by the cancellation, such as reserved staff time, travel or non-refundable purchases. We will take reasonable steps to reduce the loss.

- If we cannot enter the property at the agreed time, or essential access information is missing, this may be treated as a late cancellation and waiting time may be charged.
- For larger, specialist or commercial bookings, a different notice period or deposit condition may be stated in the quotation.
- We may cancel or reschedule because of illness, unsafe conditions, severe weather, transport disruption, emergencies or other events outside reasonable control. We will tell you promptly and refund any amount paid for services not supplied.

6. Access, keys, alarms and security

- You must provide safe and lawful access at the agreed time and tell us about alarms, locks, concierge procedures and parking restrictions.
- Keys, fobs or codes provided to us will be handled with reasonable care. Please do not attach an address to keys.
- We may refuse to retain keys. Any ongoing key arrangement should be agreed in writing.
- You are responsible for ensuring that we have authority to enter the property and perform the booked work.
- Unless expressly agreed, we are not responsible for securing windows, doors or alarms beyond leaving them in the state reasonably understood from your instructions.

7. Property condition and preparation

- Please remove valuables, cash, jewellery, important documents, medicines and fragile or irreplaceable items from the work area.
- Please tell us in advance about delicate, antique, damaged, poorly fitted, recently painted or specialist surfaces and provide manufacturer instructions where relevant.
- Excessive clutter may prevent cleaning or increase the time required. We do not normally organise, dispose of or move personal possessions unless agreed.
- Heavy furniture or appliances will not be moved unless expressly agreed and safe to do so.
- You must provide working water and electricity where reasonably required, unless we agree otherwise.

8. Cleaning products and equipment

We may use our own products and equipment or, where agreed, products and equipment supplied by you. If you require a particular product, please tell us before the booking. We may refuse to use a product that is unlabelled, unsuitable, unsafe or incompatible with the surface. Where you instruct us to use your product contrary to our reasonable warning, you accept the resulting risk to the extent permitted by law.

9. Pets and occupants

You must tell us about animals and ensure that pets and occupants do not create a safety risk or prevent the work. We may ask that pets are secured in another area. We are not responsible for a pet escaping where it has not been safely secured or where access instructions require external doors to remain open, except where loss is caused by our failure to use reasonable care.

10. Time, staffing and additional work

We may use one or more cleaners and may change the assigned cleaner. Where pricing is hourly, the charge is based on total agreed labour time unless stated otherwise. If additional time or work appears necessary, we will seek your approval where reasonably practicable. If approval cannot be obtained, we may stop when the booked time or agreed scope has been completed.

11. Prices, payment and invoices

- Prices are confirmed in the quotation or booking confirmation. Unless stated otherwise, prices are in pounds sterling.
- Payment may be made by bank transfer, cash, card or another method agreed by us. Card payments may be handled by a third-party payment provider.
- Payment is due at the time stated on the invoice or booking confirmation. If no time is stated, payment is due promptly after the service.
- For business Clients, overdue undisputed invoices may attract statutory interest and recovery costs where the law permits.
- You must raise any genuine invoice query promptly and pay the undisputed amount on time.

12. Quality concerns and re-cleaning

- Please inspect the work as soon as reasonably possible and report a concern promptly, preferably within 24 hours, with clear details and photographs where appropriate.
- A 24-hour request helps us investigate while the condition is recent, but it does not remove statutory rights or automatically prevent a later valid claim.
- Where a service has not been performed with reasonable care and skill, the law may entitle a consumer to repeat performance or, where repeat performance is impossible or not completed within a reasonable time and without significant inconvenience, an appropriate price reduction.
- Where suitable, we may offer a return visit to address an identified cleaning issue. You should allow reasonable access for this remedy.
- We cannot guarantee removal of permanent stains, limescale, mould staining, discolouration, wear, damage, odours, ingrained contamination or defects that cleaning cannot reasonably correct.

13. Damage, breakage and loss

- We will use reasonable care and skill. Please report alleged damage or loss promptly and preserve the item and relevant evidence for inspection.
- We may repair, replace or compensate for proven damage caused by our failure to use reasonable care, taking account of age, condition, wear, depreciation and the reasonable cost of repair.
- We are not responsible for pre-existing damage, ordinary wear, inherent defects, insecure fittings, unstable furniture, colour-fastness issues, or damage arising from inaccurate or withheld information, except to the extent the law provides otherwise.
- Nothing in these Terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud, or statutory consumer rights that cannot legally be excluded.

14. Insurance

CleanTeamLon Ltd does not currently state that it holds public liability insurance. Clients should not rely on any insurance representation unless it is expressly confirmed in writing and current at the booking date.

15. Photographs, reviews and marketing

We may take operational photographs where reasonably necessary to record property condition, work completed, an access issue, damage concern or quality complaint. We will use before-and-after photographs for public marketing only with appropriate permission and will take reasonable steps not to identify the Client, occupants or address unless specifically agreed. Reviews submitted to public platforms are governed by the platform's terms.

16. Personal information

We handle personal information in accordance with our Privacy Policy and Cookie Policy. You must not provide another person's information unless you are authorised to do so.

17. Events outside our reasonable control

Neither party is responsible for delay or failure caused by events outside reasonable control, but this does not affect payment for services already supplied or any rights that cannot legally be excluded. We will take reasonable steps to reduce disruption.

18. Business Clients

If you book wholly or mainly for business purposes, you confirm that you have authority to bind the organisation. Consumer-only statutory rights may not apply. Any service levels, access rules, confidentiality requirements, purchase-order process or extended cancellation terms should be recorded in the quotation or a separate written agreement.

19. Ending an ongoing arrangement

Either party may end a regular cleaning arrangement by giving the notice agreed in writing. If no notice period has been agreed, reasonable notice should be given. We may end services immediately for non-payment, abusive behaviour, unlawful instructions, repeated access failures or unsafe working conditions.

20. General legal terms

- If any provision is found invalid or unenforceable, the remaining provisions continue to apply.
- A delay in enforcing a right does not waive that right.
- No person other than the Client and CleanTeamLon Ltd has a right to enforce these Terms, except where the law provides otherwise.
- We may update these Terms for future bookings. The version accepted at the time of a booking applies to that booking unless a change is agreed.
- These Terms and any dispute are governed by the law of England and Wales. Consumers may also benefit from mandatory protections and bring proceedings in another UK jurisdiction where applicable.

21. Contact

Questions, cancellations and complaints should be sent to cleanteamlon@gmail.com. Please include your name, service address, booking date and a clear description of the matter.