



By placing an order either over the phone, by e-mail or via our website, the customer accepts verbal or written agreement and is bound by the terms and conditions below.

1.GENERAL

End of tenancy cleaning - Please note that the cost of End of tenancy clean cannot be guaranteed without viewing the property first.

The property must be vacated and the Customer must ensure that all personal belongings are completely moved out. In the event that this is not complied with, the Customer agrees to an additional charge of £50 may be charged

We do not charge per hour per cleaner (end of tenancy cleaning) and the number of operatives attending your property may vary. The number of operatives in a team cannot affect the initially quoted price.

DZ Cleaning reserves the right to amend the initial quotation, should the client's original requirements change or upon inspection of the property by us.

It is up to the client or their representatives to ensure that there is hot running water and electricity at the premises in order for the clean to be carried out properly.

The quoted price does not include extras like:

- carpet and upholstery steam cleaning,
- furnishings, curtains or blinds
- stripping and polishing floors,
- washing up dishes, laundering,
- taking more than 5 items out of cupboards and then putting them back in,
- dusting books,
- cleaning walls/ceilings,
- cleaning balconies/terraces, cleaning patios/gardens/.

These extra services are priced separately.

Rubbish or waste removal is not part of our End of Tenancy and After Builders cleaning services and will incur an additional charge. We will not partake in the moving of any furnishings or anything heavy. This can cause property damage and or injury.

If step ladders are required then this must be mentioned in the booking confirmation. We will be unable to partake in any climbing or high work, or external property cleaning.

All fridge freezers in the premises must be emptied and switched off at the mains and defrosted so they can be cleaned thoroughly. If they are not already defrosted we will be unable to clean them thoroughly.

If any of these responsibilities are not met our payment for attending the job is still fully payable.

If there are any additional services and or extra work to be carried out, this cannot take place prior to contact and authorisation from our office. We will not work on any external areas on the site of a property.

We cannot guarantee our end of tenancy cleaning services when there is furniture and or people present in the property at the time our services are carried out.

Access to the property must be provided at the organised time and date by the client, if by key then these will need to be fully working without any special efforts or skills required and we accept no liability for loss or damage to keys or locks.

You will be liable to a **£10** surcharge should our cleaners have to pick up keys from a third party and this must be within **2 miles**.

We cannot be held liable in any way for the security of a property before, during or after our services have been carried out.

We will wait outside a property booking for up to 30 minutes from the time booked. Our charges are still payable if this access was not available or water or electricity is not provided.

We reserve the right to add additional costs if properties are excessively dirty, very large or rooms are excessively overstocked with furniture or crockery/ utensils etc.

If a property is dirty to an unreasonable level we must be informed prior to the job commencing. Should we arrive at the property not knowing, this may alter the quote significantly.

If there is an AGA oven present in the property this must be switched off the day before in order to be able to clean this without risk of any injuries.

In the unlikely event of a complaint arising, this must be mentioned, in writing, within 24 hours of the cleaning work carried out so that we can resolve any issues. Any complaints after the 24 hour period will not be considered.

After Builders Cleaning - Any building work must come to an end before your after builders cleaning takes place. The clean will be performed only if construction or renovations are complete, the builders have left and all their belongings, materials and instruments are completely moved out. In the event that this is not completed with, the Customer agrees to an additional charge of £50 may be charged.

2.EQUIPMENT

End of Tenancy Cleaning – DZ Cleaning shall provide all cleaning supplies and cleaning equipment necessary to carry out the end of tenancy cleaning service.

One-off Domestic Cleaning - Cleaning materials (detergents, solutions, towels, cloths, gloves) will be provided by DZ Cleaning. The equipment (vacuum cleaner, iron, ironing board, mop, bucket etc.) must be provided by the client, must be safe to operate, in full working order and must not require any special skills to be used for the purpose of cleaning.

3.PAYMENT

Unless otherwise agreed in writing by the company, the account is rendered for immediate payment on the completion of the work. The Client must make payment either by cash, cheque or BACS before the cleaner leaves the Client's premises.

4. CANCELLATION

If you cancel your cleaning appointment less than 48 hours prior to the schedule time, we will charge you £40 cancellation fee. Cancelling your service more than 48 hours in advance of the appointment will incur no charges.

If you reschedule your cleaning appointment less than 48 hours prior to the scheduled time, we will charge you a £20 cancellation fee. Rescheduling your service at least 2 days in advance of the appointment will incur no charges.

DZ Cleaning reserves the right to cancel the booking of any job if the property is deemed unsafe or hazardous in any way to the health and wellbeing of our team.

This will not result in a refund.

We have the right to cancel or reschedule our services in cases where an accident, incident or issue arises within the assigned cleaning team. We also fully reserve the right to change the attendance time and or date of the booking.

5.HEALTH AND SAFETY

DZ Cleaning will not be responsible or liable for accidents, injury, loss or any harm which may come to the employees of the client.

The client is responsible for the health and safety of their employees before, during and after cleaning sessions provided by Spotless Cleaning.

Where the client provides or requests the use of their own equipment, materials and/or chemicals, the client is responsible for all matters pertaining to health and safety in respect of using the aforementioned equipment, materials and/or chemicals.

Commercial clients are expected to provide wet floor signs for all the relevant areas of hard flooring which are likely to be wet cleaned.

6. CLAIMS

There will be no refund claims considered once the cleaners have been into the premises.

The services shall be deemed to have been carried out by our cleaners to the client's satisfaction unless written notice is received within 24 hours with information relating to any complaint.

We do make every effort not to break any items but accidents do happen. For this reason we request that all irreplaceable items, whether they be sentimentally or monetarily valuable be stored away and or not cleaned by our teams.

We will fully commit to the investigation of any issue or complaint and seek to resolve this to the clients satisfaction or alternatively to a reasonable standard.

The client agrees to allow us back into a property to carry out a re-clean or inspect and disputed areas prior to the client arranging and 3rd party services.

We are not responsible for any clients or people within the property placing items of furniture on a carpet which has not completely dried and causes damage as a result.

We are not liable for shrinkage in carpets - this can be caused by poor fitting.

We are not responsible or liable for any damage to properties in the form of stains, burns, spillages etc. that cannot be removed, using our industry standard techniques and cleaning methods.

We do our best to make sure your appliances are cleaned to the very highest of standards. We will not be liable for any ingrained dirt or grease etc. that cannot be removed using our chemicals. We are not liable for any damage said by is from our work or any damage caused to anything within a property or surrounding the property.

We fully reserve the right to change our terms and conditions without any notice or any notification.

7. INSURANCE

DZ Cleaning have a Public and Employer's liability insurance policy in place. The policy will cover any accidental damage caused by an operator working on behalf of DZ Cleaning, reported within 24 hours of service date. Please note that this policy does not include cover for ironing.

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