



Cleaning Recruit – Terms and Conditions

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PLEASE READ CAREFULLY

By booking a service with Cleaning Recruit, you agree to the terms below. These terms may be updated periodically. Updated terms will be posted on our website: www.cleaningrecruit.co.uk.

1. SERVICES

1.1 Quotes may be adjusted if the property size or condition differs from the information provided. Definitions of “poor” and “very poor” conditions are available [here](#).

1.2 Minimum booking charge: 3 hours. Time estimates are guidelines only.

1.3 Key collection/return from a different address: £20 collection fee + £10 return fee.

1.4 For end-of-tenancy cleans quoted at a fixed price, the number of cleaners may vary, but the quoted price remains unchanged.

1.5 Customers are responsible for disabling alarm systems or providing instructions.

1.6 Parking costs are the customer's responsibility if no on-site parking is available.

1.7 Customers must secure valuables and, where possible, supervise cleaning.

1.8 Fridges/freezers must be emptied, defrosted, and turned off before arrival.

Delays caused by this will incur extra charges.

1.9 Electricity and hot running water must be available. Cleaning Recruit is not responsible for delays due to their absence.

2. SPECIAL CONDITIONS

2.1 We do not clean properties with vermin infestations or infectious diseases.

2.2 Quotes cover only services listed in our standard cleaning list. Extras must be agreed and paid for in advance.

2.3-2.5 Additional fees apply for larger-than-average properties or misrepresented room sizes.

2.6 Standard services exclude ceilings, blinds, patios, appliances, external windows, carpets, laundry, and waste removal unless otherwise arranged.



2.8 Stained carpets or adhesive substances may incur a surcharge.

2.9 Cleaning Recruit reserves the right to cancel or reschedule due to unforeseen circumstances.

2.10 We may cancel the service if:

- The property is hazardous.
- Key information was misrepresented.
- Utilities are unavailable, or obstructive third parties are present.
- Our staff experience abuse or discrimination.

3. PAYMENTS

3.1 Booking confirms agreement to these terms.

3.2 One-off deep clean, or end of tenancy services require a £36 prepayment of admin fees, which helps us with transport and products. Refundable if cancelled before the cleaner arrives.

3.3 Final payment is due before or immediately after the cleaning.

3.4 Certificates (e.g., end of tenancy) are issued only upon full payment.

3.5 Non-payment may lead to:

- Legal action,
- Reporting as a bad debtor,
- A £5/day late fee may apply for non-cooperation when delays are deemed in bad faith.

4. CLAIMS AND COMPLAINTS

4.1 No refunds once cleaning is completed. We aim to resolve any issues promptly.

4.2 Complaints must be emailed within:



- 3 calendar days for cleaning issues,
- 48 hours for damage/loss.

4.3–4.7 A re-clean may be provided if reported on time and before third-party intervention. We will not be responsible if the re-cleaning was done by a third party.

4.8–4.10 The client must inspect the work immediately. Re-cleans are only offered if the cleaner is still on-site or notified within 3 days. After 3 days, an additional £50 fee may apply to re-clean. We will contact the customer to re-perform the cleaning within 14 business days.

4.10 Under the Consumer Rights Act 2015, partial refunds apply only if we cannot re-perform the service within 14 business days.

5. RECLEANS

5.1 We offer a free re-clean within 3 calendar days (subject to the customer's or landlord/agent's request).

5.2 Customers must cooperate with the re-clean process.

5.3 No guarantees are made for permanent damage, e.g., mould, oven grime, silicone stains, etc.

5.4 By accepting a quote for end of tenancy, you acknowledge that we are not liable for deposit deductions due to issues beyond cleaning.

5.5 We must be allowed back within 14 working days to inspect and rectify issues. If denied access, we are not liable for further cleaning or deposit loss.

6. INSURANCE

6.1 Our cleaners are self-employed and insured for public liability.

6.2 Clients must warn us about fragile or faulty items.

6.3 Claims for appliance breakdowns or pre-existing issues are not covered.

6.4 Confidential insurance documents will not be shared.

7. LIABILITY

Cleaning Recruit is not liable for:



- Work beyond the agreed scope or where no hot water/power is available.
- Damage or poor results due to third-party interference (e.g., walking on wet floors).
- Odours or stains that cannot be removed with standard equipment.
- Issues due to item defects or improper installations.
- Re-cleaning is performed by a third party.

8. CANCELLATIONS

8.1 Contracted cleaning: Cancel with 5+ days' notice to avoid a £36 fee.

8.2 Regular domestic cleaning may be cancelled anytime without charge unless cleaners are already en route (£36 may apply).

8.3 Cancellations due to emergencies (e.g. illness) will be credited.

8.4 £36 charge applies for:

- Lockouts,
- No access on the day,
- No electricity/water,
- Key issues.

8.6 One-off cleans may be cancelled for free unless cleaners have already arrived or started.

9. VAT

9.1 Cleaning Recruit does not currently charge VAT.

10. CLEANERS



10.1 All cleaners carry public liability insurance. All claims will be investigated before compensation is approved.

11. OUR GUARANTEE

11.1–11.3 We will return to re-clean if notified within 3 days.

Clients must ensure the property is empty of personal items and rubbish before cleaning. Failure to do so may result in rescheduling or extra charges.

12. GDPR & DATA PRIVACY

12.1 Cleaning Recruit only collects necessary data for booking and service delivery.

12.2 Personal data is processed lawfully, fairly, and securely, in accordance with the UK GDPR and Data Protection Act 2018.

12.3 Customer data will not be shared with third parties, except as required for service delivery or legal obligations.

12.4 Clients can request data access, correction, or deletion at any time by emailing: info@cleaningrecruit.co.uk.

GOVERNING LAW

These Terms are governed by the laws of England and Wales. Customers agree to attempt conciliation with Cleaning Recruit before taking legal action. Courts in the UK shall have exclusive jurisdiction.

VISUAL QUALITY ASSURANCE

To maintain standards, cleaners may take limited photos/videos of cleaned areas for training and internal review purposes. To opt out, email info@cleaningrecruit.co.uk.