

Terms & Conditions

Advanced Cleaning Solutions

Registered Address: 68 Devonshire Road, SS15 6HH, United Kingdom

Business Type: Partnership

1. Introduction

Welcome to Advanced Cleaning Solutions. By booking a service with us, you agree to the following Terms & Conditions. These terms govern the agreement between the client ("you") and Advanced Cleaning Solutions ("we," "us," "our").

2. Services Provided

We offer the following cleaning services:

- Domestic Cleaning
- Commercial Cleaning
- Deep Cleaning
- End of Tenancy Cleaning

Service Limitations:

- Cleaning products and equipment must be provided by the client.
- We do not offer specialist cleaning (e.g., biohazard, hoarding cleanup, crime scene cleaning).
- We do not move heavy furniture or clean areas that require specialist equipment.

3. Booking & Payment

- Clients can book online, by phone, or via email.
- All bookings must be confirmed by us before they are considered valid.
- Payment is **£20 per hour**, with £14 going directly to the cleaner and £6 as a service fee to Advanced Cleaning Solutions (collected via direct debit).

- Clients will be invoiced for an **admin fee** a month in advance, based on the number of hours booked. For example, if a client books 2 hours fortnightly, they will pay for 4 hours' admin fee upfront.
- This **admin fee is non-refundable under any circumstances**.
- If the admin fee is not paid on time, services will be paused until payment is received.
- We accept all major payment methods.

4. Cancellations & Rescheduling

- Cancellations must be made **at least 24 hours in advance**.
- If a cancellation is made less than 24 hours before the scheduled clean, the admin fee is non-refundable.
- Clients who cancel at least 24 hours in advance may reschedule at no additional cost.
- If a cleaner does not show up, we will reschedule the cleaning or assign a replacement cleaner.

5. Liability & Insurance

- We have **Public Liability Insurance (PLI)** that covers all contracted cleaners under a third-party basis.
- This insurance **does not include Employers' Liability Insurance (ELI)**, as our cleaners are self-employed.
- Cleaners are responsible for their own work and must conduct services with professionalism and care.
- Clients are not required to secure valuables, but we recommend doing so as a precaution.
- If property damage occurs due to negligence, it must be reported **immediately** and may be covered under our PLI, subject to policy terms.
- Clients may choose to have their own insurance for additional coverage.

6. Cleaners & Employment Status

- Cleaners working with Advanced Cleaning Solutions are **self-employed subcontractors**.
- They are **not employees** of Advanced Cleaning Solutions and are paid directly by the client.
- We conduct **background checks (DBS checks)** to ensure reliability and safety.
- No prior experience is required, but it is preferred.
- Cleaners are responsible for their own tax and National Insurance contributions.
- Cleaners are fully responsible for any keys provided to them by the client.

7. Complaints & Service Satisfaction

- If a client is dissatisfied with a cleaning service, they must contact us via email within **24 hours of service completion**.
- We will review the complaint, and if deemed appropriate, offer a **re-clean or reschedule the service at no additional charge**.
- We do not offer refunds.

8. Client Responsibilities

- Clients must provide cleaning products and equipment.
- Clients must ensure safe working conditions, including functional utilities (water, electricity, etc.).
- Clients are responsible for securing pets if needed.

9. Client Data & Privacy

- By booking a service, clients agree to **have their details stored** in our system for record-keeping purposes.
- Clients who accept these Terms & Conditions are **automatically opted into our mailing list** but can unsubscribe at any time.

- Personal data is handled in accordance with GDPR regulations.

10. Changes to Terms & Conditions

- We reserve the right to modify these Terms & Conditions at any time.
- Clients will be notified of significant changes via email.

By booking a service with Advanced Cleaning Solutions, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.

Contact Us:

- Phone: 07547551354
- Email: advancedcleaningsolution@hotmail.com
- Website: www.advancedcleaningsolutions.co.uk