

## *Professional and Reliable Service with Care*

### **Terms and Conditions**

- Alleyns agrees to provide a high standard cleaning service.
- All staff are reference checked by Alleyns Cleaning Company and are trained accordingly.
- Cleaners are not insured to use any ladders in or outside your home/property
- Cleaners are not insured to set or re-set any alarms in your home/property. If you do so it is at your own risk, cleaners will not be held responsible
- You will get 2 weeks' notice if cleaners have time off/Holidays
- Cancellations must be made 24 hours before booking otherwise there will be a £10 cancellation charge
- If wanting to terminate contract 3 weeks notice must be given otherwise 2 weeks fees will be charged
- Cleaners are responsible for domestic cleaning only. All requirements will be assessed prior to your booking
- Cleaners are not responsible for the following:
  - Washing clothes
  - Ironing (unless agreed by Alleyns cleaning Company prior)
  - Cleaning of outside windows
  - Cleaning of gardens and outside bins
- Alleyns Cleaning Company operates a non smoking policy when cleaners are present in your home
- Cleaners are not permitted to smoke inside or outside clients property

- In the event of an emergency Cleaners are required to contact Alleyns /yourself or the emergency services
- Please ensure any valuables are put away as cleaners will not be held responsible for any loss to these items.
- Any issues that arise and if you feel necessary to report please contact management at Alleyns Cleaning Company and not the cleaners direct.

*Thank you for your custom*