



THE CLEANING STANDARD LTD

"We don't cut corners, we clean them."

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TERMS AND CONDITIONS OF SERVICE

Version 1.2 | Effective Date: July 2026 | Applies to all bookings with The Cleaning Standard Ltd

These Terms and Conditions (the "Terms") govern all bookings, quotations, and cleaning services provided by The Cleaning Standard Ltd ("The Cleaning Standard", "we", "us", "our"). By requesting a quotation, confirming a booking, or permitting access to a property for cleaning, the Customer agrees to be bound by these Terms in full.

A copy of these Terms is provided with every written booking confirmation. If you have any questions about these Terms, please contact us before confirming your booking.

1. DEFINITIONS

In these Terms: "The Cleaning Standard" means The Cleaning Standard Ltd. "Customer" means the individual, company, or organisation placing the booking. "Cleaning Professional" means the independent self-employed contractor assigned to carry out the cleaning services. "Booking" means the cleaning services confirmed in writing by The Cleaning Standard.

2. OUR BUSINESS MODEL

The Cleaning Standard Ltd coordinates cleaning services carried out by carefully selected independent self-employed Cleaning Professionals. Cleaning Professionals are not employees of The Cleaning Standard Ltd. We manage customer enquiries, quotations, booking coordination, payment processing, quality assurance, and customer support.

3. BOOKING CONFIRMATION

A Booking is confirmed only when: (a) the quotation has been accepted by the Customer; (b) the full scope of work has been agreed in writing; (c) written confirmation has been issued by The Cleaning Standard; and (d) where applicable, any required deposit or payment has been received. Only the services expressly agreed in writing form part of the Booking. Verbal agreements or informal messages do not constitute a confirmed booking.

4. QUOTATIONS AND PRICING

All quotations are provided in writing and are valid for 7 days from the date of issue. Prices are based on the property type, size, and condition as described by the Customer at the time of enquiry. If the property condition on arrival differs materially from the description given, a revised quotation will be discussed and agreed before work begins. The Cleaning Standard reserves the right to decline to proceed where agreement cannot be reached on a revised price.

5. SCOPE OF WORK

The agreed quotation covers the specific scope of work confirmed in writing prior to the appointment. Additional work requested during the appointment may be quoted and charged separately. We will always advise the Customer and obtain agreement before undertaking any work outside the original scope.

6. CUSTOMER RESPONSIBILITIES

The Customer agrees to: (a) provide safe, reasonable, and unobstructed access to the property at the agreed time; (b) ensure access to running hot and cold water and a working electricity supply throughout the appointment; (c) disclose any existing damage, fragile items, or surfaces requiring special care prior to the appointment; (d) disclose any specialist surface materials including marble, quartz, natural stone, polished

concrete, or brass; (e) ensure that pets are safely secured during the appointment; and (f) hold appropriate authority to instruct cleaning services at the property.

7. AUTHORITY TO INSTRUCT

The person placing the Booking confirms that they are legally authorised to instruct cleaning services at the property and accepts personal responsibility for payment of all charges and compliance with these Terms. This applies whether the Customer is an individual, letting agent, landlord, company representative, family member, relocation agent, or any other party.

8. ACCESS AND WAITING TIME

Where access to the property is delayed by more than 30 minutes from the agreed start time through no fault of the Cleaning Professional assigned to the Booking, a waiting charge may apply. We will notify the Customer as soon as a delay becomes apparent. Where access cannot be gained after a reasonable period, the appointment may be treated as a cancellation and the cancellation policy in clause 20 shall apply.

9. PARKING AND TRAVEL CHARGES

Parking charges, congestion charges, ULEZ charges, Dart Charge, tolls, or other travel costs required to access and complete a Booking may be added to the invoice where applicable and where not expressly excluded in the written booking confirmation.

10. EXISTING DAMAGE AND PROPERTY CONDITION

The Customer must notify us in writing before the commencement of any clean of any existing damage, scratches, staining, fragile items, or surfaces requiring special care. We cannot accept responsibility for any pre-existing damage or deterioration discovered during or after the clean where such damage was not caused during the provision of the cleaning services.

11. FRAGILE AND VALUABLE ITEMS

We strongly recommend that all valuable, fragile, sentimental, or irreplaceable items are removed from the property or securely stored prior to the appointment. Where such items remain in the property and have not been disclosed in advance, we cannot accept responsibility for accidental damage. Our liability for damage to fragile items not disclosed in advance is limited to the value of the cleaning service provided for that booking.

12. SPECIALIST AND DELICATE SURFACES

Certain surface materials including marble, quartz, natural stone, polished concrete, unsealed wood, brass, and specialist tiles require specific cleaning methods and products. Where The Cleaning Standard is not advised of such surfaces in advance, cleaning may be limited to avoid the risk of damage. We cannot accept responsibility for damage to specialist surfaces where the Customer has not disclosed the surface material prior to the appointment.

13. MOULD TREATMENT

Where mould treatment is requested or required, surface mould treatment will improve the visual appearance of affected areas but does not constitute professional mould remediation. We cannot guarantee permanent or complete removal of mould where it is caused by structural dampness, water ingress, condensation, inadequate ventilation, or underlying building defects. Where mould is severe, persistent, or covers a significant area, we recommend that the Customer consult a specialist mould remediation contractor.

14. LIMESCALE

Heavy or long-standing limescale deposits may permanently etch glass, chrome, taps, shower screens, or sanitaryware. Where The Cleaning Standard applies limescale treatment, we will improve the appearance of affected surfaces to the best extent possible, but we cannot restore surfaces that have already suffered permanent etching, pitting, or damage prior to treatment.

15. DEPOSIT RETURN

Where end-of-tenancy or pre-tenancy cleaning services are provided, such services are carried out to a professional standard intended to assist the Customer in meeting the condition required for deposit return. The Cleaning Standard does not guarantee deposit return, which is determined solely by the landlord, letting agent, managing agent, or tenancy deposit scheme, and is subject to factors beyond our control.

16. RE-CLEAN GUARANTEE

Subject to these Terms, if any item within the agreed written scope of work is identified as not having been completed to the required standard, The Cleaning Standard will arrange a return visit to address the specific issue within 72 hours of the original appointment at no additional charge. The re-clean guarantee:

- applies only to items expressly included in the agreed written scope of work;
- does not apply where the property has been further occupied, used, or altered after the completion of the original clean;

- does not apply where concerns are raised more than 72 hours after the completion of the original appointment;
- does not apply where the Customer has caused additional soiling or damage after the original clean; and
- constitutes the Customer's primary remedy in respect of any workmanship concern.

17. BEFORE AND AFTER PHOTOGRAPHY

The Cleaning Standard may arrange for before-and-after photographs to be taken of the property for the purposes of quality assurance, evidence of work completed, and operational records. Such photographs focus on the condition of the property and are used solely for internal business purposes. Photographs will not be shared publicly, used in marketing materials, or provided to third parties without the prior permission of the Customer. Where the Customer requires that no photographs be taken, they must notify us in writing before the appointment.

18. STOLEN OR MISSING ITEMS

The Cleaning Standard requires Cleaning Professionals engaged in connection with Bookings to respect Customers' property and belongings. Where a Customer believes that an item has been stolen or has gone missing during or following a cleaning appointment, the Customer must notify The Cleaning Standard in writing as soon as reasonably practicable and, where possible, within 48 hours of the appointment. Delay in reporting may affect the ability to investigate the matter. The Cleaning Standard will review reports received and, where appropriate, cooperate with the Customer, the Cleaning Professional concerned, and the relevant authorities. The Cleaning Standard shall not be liable for any item reported as stolen or missing where: (a) the Customer has not complied with their obligation to secure valuables before the appointment; (b) there is no credible evidence linking the alleged loss to the cleaning appointment; (c) the report is made more than 48 hours after the completion of the appointment; or (d) the property was accessible to third parties during or after the appointment.

19. LIMITATION OF LIABILITY

Nothing in these Terms excludes or limits our liability where such exclusion is prohibited by law. Subject to the above:

- The Cleaning Standard shall not be liable for pre-existing damage, ordinary wear and tear, or deterioration resulting from age or condition.
- We shall not be liable for damage resulting from defective, non-standard, or inadequately secured fixtures, fittings, furniture, or appliances.
- We shall not be liable for any indirect or consequential losses, including loss of rent, loss of business, loss of profit, or similar financial losses.
- Our total liability arising from any Booking shall not exceed the amount paid for the relevant cleaning service.

20. PAYMENT AND CANCELLATION

Payment is due on the day of the clean, on completion, unless otherwise agreed in the written booking confirmation. Agency and property management clients: net 7 days from invoice date unless otherwise agreed. We accept bank transfer and card payments. Cancellations made with more than 24 hours' notice prior to the confirmed appointment will not incur a charge. Cancellations made within 24 hours of the confirmed appointment time are charged at 50% of the quoted price. Where The Cleaning Standard cancels a Booking due to unforeseen circumstances, no charge will be made and an alternative appointment will be offered where reasonably practicable.

21. SERVICES NOT PROVIDED

The following categories of work are outside the scope of The Cleaning Standard's services and will not be undertaken:

- biohazard or bodily fluid cleaning;
- pest removal or treatment of any kind — properties must be professionally treated before we attend;
- removal or handling of needles, sharps, or hazardous waste;
- work involving asbestos or chemical contamination;
- external window cleaning above ground floor level;
- deep structural or professional mould remediation; and
- any work requiring a Cleaning Professional to work at height or in unsafe conditions.

22. FORCE MAJEURE

The Cleaning Standard shall not be in breach of these Terms or liable for any failure or delay in performing its obligations where such failure or delay results from events or circumstances beyond our reasonable control, including severe weather, transport disruption, illness or unavailability of a Cleaning Professional assigned to a Booking, government restrictions, public health emergencies, or utility failures. Where such circumstances arise, we will notify the Customer as soon as reasonably practicable and will endeavour to arrange an alternative appointment.

23. ENTIRE AGREEMENT

The written quotation and written booking confirmation together constitute the entire agreement between The Cleaning Standard and the Customer for the services to be provided. These Terms form part of that agreement. No variation to these Terms shall be effective unless agreed in writing by an authorised representative of The Cleaning Standard.

24. GOVERNING LAW AND JURISDICTION

These Terms and any dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales. The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms.

25. CONTACT

For all enquiries, complaints, or questions relating to these Terms, please contact us at: The Cleaning Standard Ltd · thecleaningstandard.co.uk · thecleaningstandard.sales@outlook.com · +44 01223 239890 · WhatsApp: +44 07404 638580.

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