

Residential Window Cleaning – Terms & Conditions

1. Cleaning Frequency

We offer residential window cleaning on a 4-weekly or 8-weekly schedule. A minimum commitment of three cleans applies.

If you request a less frequent service, the charge will be double the standard 8-weekly rate.

2. Quotations & Pricing

All quotations are provided as a guide. Due to differences in property size, window numbers, access requirements or any information not disclosed at the time of quoting, we reserve the right to amend the quoted price before or after the first clean.

Our minimum charges are:

- Full window clean (4-weekly): £20
- Full window clean (8-weekly): £22
- Front windows only: £13

We reserve the right to review our prices periodically to reflect increases in operating costs. Customers will be notified in advance of any price changes.

3. Properties We Do Not Clean

We do not provide individual flats within apartment blocks.

We do not provide builder's cleans or post-construction window cleaning following building or renovation work.

4. Access Requirements

Customers are responsible for ensuring safe access to all areas of the property.

Where rear access is via a locked gate, we can send a text message the evening before your scheduled clean if requested. It remains the customer's responsibility to ensure access is available.

If we are unable to gain access to part or all of the property, the full service charge will still apply.

Where rear windows can only be accessed by passing equipment through the house, we are only able to offer a front-only window cleaning service. For health and safety reasons, we do not carry equipment or hoses through customers' homes.

5. Scheduling

Our work is completed using planned cleaning rounds. We are unable to offer appointments on specific dates or times, or guarantee attendance on particular days.

6. Cancellations on the Day

If our team arrives to carry out your scheduled clean and the service is cancelled or refused, a £13 cancellation charge will apply.

Repeated cancellations or refusal of service may result in your account being closed.

7. Payments

Residential window cleaning is payable by Direct Debit only.

Payments are collected after each clean. We no longer accept payments by cheque, bank transfer (BACS) or cash unless agreed in advance.

8. Customer Satisfaction

If you are dissatisfied with your clean, please contact us within 24 hours and we will return to re-clean any areas of concern free of charge.

If we are notified after 24 hours, or if a re-clean is declined, the full service charge remains payable.

9. Cancelling Your Regular Service

You may cancel your regular window cleaning service by contacting us during office hours.

As our service operates on a minimum commitment of three cleans, customers cancelling before this commitment has been fulfilled will remain liable for the cost of the outstanding cleans.

Email cancellations are only effective once they have been received, processed during office hours, and confirmed by us.

10. Contacting Us

Office Hours: Monday to Friday – 9:00am to 5:00pm

Telephone: 07432 878273

Emails are answered during office hours only. During busy periods, replies may take several working days. If your enquiry is urgent, please contact us by telephone.

11. Privacy

All customer information is stored securely and handled in accordance with applicable UK data protection legislation. Your details will never be shared with third parties except where required by law.

12. Insurance

We hold Public Liability and Employers' Liability Insurance. Copies of our insurance certificates are available upon request.