

Busy Bee Cleaning Services – End of Tenancy /Move in Cleaning/Before Sale

To our end of tenancy cleaning service, the following Terms & Conditions apply: The Client agrees and is bound to the following Terms and Conditions of the service requested by booking our service over the phone, email, message, text message or website. **We advise you to book the inventory check with the agency/landlord in a way that you leave enough time for our cleaners to do a re-clean if needed. We have a 24h re-clean guarantee. End of tenancy cleaning requires your property to be vacant and completely empty before our crew moves in to clean it.** In case it is impossible your property to be emptied please ensure that you **store your possessions together in one room/corner**. An extra charge may apply if cleaners need to move a lot of boxes/personal belongings or move them into one corner or if they need to remove a lot of rubbish/clutter left behind. **Please let us know if there was any minor or major renovation work after moving out as it may affect the type of cleaning needed (such as After builders). If the property is furnished or partly furnished it must be mentioned upon booking as it affects our quotation.**

Cleaning time: It depends on the property's cleanliness, property size and number of technicians on site. Our professional team is made up of one to three people.

1 bed, 1 bath flat approx. 3-4 hours

1 bed, 2 bath flat approx. 4-5 hours

2 bed 1 bath flat approx. 3.5-4.5 hours

2 bed 2 bath flat approx. 4.5-5.5 hours

3 bed 2 bath flat approx. 5-6 hours

Guarantee: Our service is 100% Guaranteed for 24 hours after the cleaning. *All complaints will be accepted and dealt with care only if: 1.No one has occupied the property after we have cleaned it; 2.The complaint does not consist of any damage that have already existed before the team arrived on site; 3.The quality-cleaning-guarantee has not been taken off on the day of the clean due to the poor property's condition, pet lived in the property and caused damages or any other reason that may give us the right to take the guarantee off; 4.There are still personal belongings inside the property.*

Pricing: We do not charge per hour and per cleaner. We charge as per your specific requirements and for the completion of the whole cleaning based on the size and specifications of the property.

Cleaning products/equipment: We supply all cleaning products, materials and equipment.

Exterior: Our end of tenancy cleaning service doesn't include cleaning the property's exterior like gardens and garages or balconies. Balcony cleaning should be requested upon booking.

Utility room/storage room: Our standard price includes one utility or storage room /flat or house. An extra cost may apply if there are more than one utility or storage room.

Oven: We deep clean the oven inside and out, including oven door glass and all the racks. We do not clean baking trays/oven trays. We clean between the two glass only if it can be done without using a screwdriver and it is safe to do so. Our standard price includes a standard single size oven. Double size will be an extra cost. **Double size or extra oven must be mentioned upon booking.**

Fridge/freezer: One normal/single size (Total capacity is less than 350 litre) standing fridge-freezer or fridge is included in our check list, for separate standing freezer and fridge extra cost may apply. Fridge must be emptied as much as possible (or gather everything on one shelf) **Freezer must be completely defrosted** prior arrival of the team so we can clean it thoroughly. Otherwise, the freezer's cleaning may not be guaranteed in full or defrosting charge may apply.

Appliances: Our standard end of tenancy cleaning service includes one of each: microwave oven, washing machine, dishwasher, kettle, toaster, coffee machine, fridge-freezer. If there are more appliances an extra cost will apply. **(Standard size fridge-freezer and oven)**

Blinds/Shutters: Dusting of the blinds is included (where possible), however if a deep clean (degrease) is required on any shutters, blinds, wooden or venetian kind of blinds then extra cost may apply and should be requested upon booking.

Windows: All internal **single glazed** and **standard size** windows are included in our end of tenancy cleaning check list. Extra cost will apply for door size (from floor to ceiling) windows (one balcony window is included). Frame will be wiped with wet cloth, however if deep cleaning (degreasing/mould removal) is needed it should be requested upon booking. (Extra cost will apply). Secondary glazing counts as separate windows and their cleaning should be requested upon booking. We don't clean the "back" side of this kind of window.

Walls and ceilings: Please be advised that we neither wash nor clean painted walls. We only dust out the cobwebs from the walls and ceilings.

Upholstery: We only Hoover the carpeted and upholstery areas. We can steam clean and wash the carpeted and upholstery areas upon your request. Extra cost will apply.

Pets: It may affect your cleaning quality guarantee in some cases. Having a pet indoors may cause a damage to some areas and pet's hair spread around the furnishing, therefore we may not be able to fully guarantee on the quality of the cleaning.

Stairs: If the flat/house has more floors which was not mentioned before booking the cleaning an extra charge may apply.

Our deposit is non-refundable. Please ensure that our cleaners can gain access to the property on the day of the clean by providing a key on the day or the day before. In the event of our cleaners not being able to access the property the full quoted amount will be payable even if the clean could not be completed. We work within very tight time slots so please ensure we can access the property on time. Late arrival/ waiting time may result in a £50 charge/ hour. If your cancellation is less than 24 hours in advance, then the full quoted amount will be payable.

FAQ

When and how should I pay? To avoid any misunderstanding please note that the final payment is due **straight after** the cleaners finished the cleaning. It can be paid with cash in person or via bank transfer. **Please arrange the payment in time so our cleaners will not have to wait longer than 15 minutes.** If they have to wait longer than 15 minutes an extra charge may apply. Late payment fee: £30/day.

Do you charge additional if the condition of the property is dirtier than normal? We charge for the extra time we stay, for our hourly rate. (£50/h) This usually happens when the property has not been cleaned for **years** or there was **dog/cat** living in the property. Out of experience we know how long it takes to clean a certain size of property if it takes significantly longer then it considered dirtier than normal.

Do I have to be in the property during the end of tenancy cleaning? No. Normally we recommend coming back on completion to inspect and make the payment.

Busy Bee Cleaning Services – Deep Cleaning Service

To our deep cleaning service, the following Terms & Conditions apply: The Client agrees and is bound to the following Terms and Conditions of the service requested by booking our service over the phone, email, message, text message or website. **In case you require inside cabinet/cupboard cleaning:** we kindly request that all kitchen cupboards be emptied out beforehand, as well as the freezer if it needs to be cleaned. Otherwise, we will clean around any items that are inside. Personal belongings from the bathroom, living room and in general from the rest of the property are advised to be gathered in one place and to not be in the way of the cleaning. Unless personal belongings are not gathered in one place, we will clean around any items that are inside or placed on the following areas: cabinets/shelves/wardrobes/cupboards/freezer etc. Floors of the property throughout to be vacant of personal belongings where possible.

Cleaning time: It depends on the property's cleanliness, property size and number of technicians on site. Our professional team is made up of one to three people.

1 bed, 1 bath flat approx. 3-4 hours

1 bed, 2 bath flat approx. 4-5 hours

2 bed 1 bath flat approx. 3.5-4.5 hours

2 bed 2 bath flat approx. 4.5-5.5 hours

3 bed 2 bath flat approx. 5-6 hours

Guarantee: Our service is 100% Guaranteed for 24 hours after the cleaning. *All complaints will be accepted and dealt with care only if: 1.No one has occupied the property after we have cleaned it; 2.The complaint does not consist of any damage that have already existed before the team arrived on site; 3.The quality-cleaning-guarantee has not been taken off on the day of the clean due to the poor property's condition, pet lived in the property and caused damages or any other reason that may give us the right to take the guarantee off; 4.There are still personal belongings inside the property.*

Pricing: We do not charge per hour and per cleaner. We charge as per your specific requirements and for the completion of the whole cleaning based on the size and specifications of the property.

Cleaning products/equipment: We supply all cleaning products, materials and equipment.

Exterior: Our deep cleaning service doesn't include cleaning the property's exterior like gardens and garages or balconies. Balcony cleaning should be requested upon booking.

Utility room/storage room: Our standard price includes one utility or storage room /flat or house. An extra cost may apply if there are more than one utility or storage room.

Oven: We deep clean the oven inside and out, including oven door glass and all the racks. We do not clean baking trays/oven trays. We clean between the two glass only if it can be done without using a screwdriver and it is safe to do so.

Fridge/freezer: One normal size standing fridge-freezer or fridge is included in our check list, for separate standing freezer and fridge extra cost may apply. Fridge must be emptied as much as possible (or gather everything on one shelf) **Freezer must be completely defrosted** prior arrival of the team so we can clean it thoroughly. Otherwise, the freezer's cleaning may not be guaranteed in full or defrosting charge may apply.

Appliances: Our standard deep cleaning service includes one of each: microwave oven, washing machine, dishwasher, kettle, toaster, coffee machine, fridge-freezer. If there are more appliances an extra cost will apply.

Blinds/Shutters: Dusting of the blinds is included (where possible), however if a deep clean (degrease) is required on any shutters, blinds, wooden or venetian kind of blinds then extra cost may apply and should be requested upon booking.

Windows: All internal single glazed windows are included as standard in our deep cleaning check list. External windows can be cleaned if safe to do so and at extra cost. Secondary glazing (front side) counts as separate window and their cleaning should be requested upon booking. We don't clean the "back" side of this kind of window.

Walls and ceilings: Please be advised that we neither wash nor clean painted walls. We only dust out the cobwebs from the walls and ceilings.

Upholstery: We only Hoover the carpeted and upholstery areas. We can steam clean and wash the carpeted and upholstery areas upon your request. Extra cost will apply.

Pets: It may affect your cleaning quality guarantee in some cases. Having a pet indoors may cause a damage to some areas and pet's hair spread around the furnishing, therefore we may not be able to fully guarantee on the quality of the cleaning.

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FAQ

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Do I have to be in the property during the deep cleaning? Normally we recommend coming back on completion to inspect and make the payment.

AIRBNB CLEANING/REGULAR CLEANING

We accept new clients with at least 2 bookings. First date should be paid in advance, for the second we need £15 deposit.

Please have clean linen and towels ready for the cleaners to use. Please provide a Hoover and mop and cleaning products (Otherwise a fee will apply). This service does not include laundry drop off or washing and ironing of linens. Our prices include parking, and VAT.

Cleaning time: It depends on the property's cleanliness, property size and number of technicians on site. Our professional team is made up of one to two people.

With two cleaners:

1 bed, 1 bath flat/2 bed 1 bath approx.: 45min-1.5 hours

2 bed 2 bath flat/3 bed 1 bath approx.: 2 hours

From 4 bed 1 bath: 2 hours +

Payment is due as stated on the invoice. **Late payment fee is £15/day.** We take this very seriously so please try to avoid this by paying as requested.

We take new clients only for long term, we do not provide one-off Airbnb cleaning.

We highly recommend investing in a deep cleaning service before starting an Airbnb, as our Airbnb cleaning checklist will not cover every hidden spot and it is not a deep cleaning service. To avoid disappointment and achieve the best possible cleanliness we advise you to book a deep cleaning with us first. For example: we do not remove heavy limescale/grime/mould build ups during an Airbnb cleaning, so in case the guests complain about that or anything which has been left behind because it is not on our Airbnb cleaning checklist, our business does not take any responsibility for this. We do if our deep cleaning team deep cleaned the property first and then we took on the Airbnb cleaning.