

## BUSY BEE END OF TENANCY CLEANING TERMS & CONDITIONS

### End of Tenancy & Move in Cleaning & Pre-Sale Cleaning T&C

By using our site and/or making a booking via email, phone or online, you indicate that you accept these terms of use and that you agree to abide by them. If you do not agree to these terms of use, please refrain from using our site and/or making a booking. We have a lot of responsibility when our teams walk into others home and property therefore there are rules that must be followed and understood by us and the customer. Understanding our policy will help us to provide the best possible service, so both parties can be satisfied with the end results.

The Terms of Service form a legal contract between the individual using the Service (“you”, “the customer,”) and Busy Bee End of tenancy cleaning (“we”, “us”, or “our”). 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 have a 48h re-clean guarantee (counted by the date of the cleaning) 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. 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. It is possible that the team will not have time to do this so they will clean around everything which is in a way of the cleaning. 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/partly furnished/ there was a pet: it must be mentioned upon booking as it affects our quotation. We are not obligated to do any refund in case the team arrived later than expected: The booked time slot is an estimate, please bear in mind traffic and workload may slow us down. We do everything in our power to avoid any kind of delays. We do not accept any liability to you for any loss suffered by you or any other person because of any unexpected delays. Please make sure the heating is working in the property in the winter season. Please make sure there is hot water and electricity as well during our work. Once at your property, we would need an adult present at the end of the cleaning in order to inspect the Services and sign off / consider the work as completed to your satisfaction. If you are not present, the Services will be treated as accepted by you.

Please note that re-clean must be requested by the letting agency/landlord. It means they must raise their concern first to our customer who can then contact us by sending over the report/request/inventory check. Re-clean must be requested by sending an email address to:

[info@busybeecleaninglondon.co.uk](mailto:info@busybeecleaninglondon.co.uk). Please note the end results may vary depending on the condition before. We expect around 85%-90% improvement with one EOT cleaning. We must mention this as cleanliness is not objective, in fact it is very subjective and varies from person to person. In case the property was neglected/ was not regularly cleaned one round of cleaning might not be enough to pass the inventory check. We rely on our customers judgment on the condition of the property and expect them to let us know if it was not regularly cleaned. If the team has time to stay on the day of the cleaning they can stay extra hours for an additional hourly fee per cleaner, this option will depend on our workload. We price our jobs relying on years of experience how long it takes to clean a property which is well kept so we calculate our quote accordingly. The calculated price based on the below estimated cleaning times.

#### Cleaning Duration (Estimate)

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. We might send only one cleaner to: studio flats, 1 bed 1 bath and 2 bed 1 bath flats. Please note cleaners may arrive in different times from each other depending on their workload. An end of tenancy clean might take anywhere from a few hours to a whole day to complete. If you are not sure about the condition of the property, please send us photos so we can give you a more exact quote.

#### Rough estimate with two cleaners:

- 1 bed, 1 bath flat approx. 4 hours (or 8 h with one cleaner)
- 2 bed 1 bath flat approx. 4.5 hours (or 9 h with one cleaner)
- 2 bed 2 bath flat approx. 5 hours
- 3 bed 2 bath flat approx. 5.5 hours

#### GENERAL

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

**Property 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. If balcony cleaning requested its floor will be swept only. Balcony glass inner side can be cleaned upon request (must be mentioned prior booking our service)

**Bathroom:** Price quoted is based on a single bathroom cleaning, which consists of one shower enclosure, one toilet, one sink or one bathtub, one toilet and one sink. In any case when a bathroom consists of shower cabin, bathtub, sink and a toilet, it will incur a further cost to clean.

**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 only the drip tray as much as possible. 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. Please note that our standard price includes only one round of oven cleaning. If the condition is very neglected, it might need 2-3 rounds (each round takes 1-1.5h) will result in an extra charge! It happens if the oven has not been cleaned for years with obvious signs. We do EOT oven cleaning not dip-tank oven cleaning. Please note results may vary depending on the condition before. We cannot guarantee the removal of any burnt down stains/rust from the oven/oven rack however we will do our best to achieve the best possible result.

**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 should 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. In any case when there is more than one fridge/freezer, the cleaning operatives will clean the appliance, which is situated in the kitchen.

**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. Cleaning of vacuum cleaners, ironing boards, curtains and other items left in storage cupboards or kitchen cabinets is not part of our end of tenancy cleaning checklist.

**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). Inside of toasters, kettles and other electrical appliances is not part of our end of tenancy cleaning checklist.

**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. Cleaning of walls, mould on walls and ceilings is not part of our end of tenancy cleaning.

**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.

**Hot water/electricity:** The Customer is to ensure that hot running water and electricity is provided and that there are no blocked drains. An additional charge of £50 will be applied if we need to unblock drains. Should no electricity or running water be provided we are permitted to leave the property and will not be liable, under any circumstances, for any costs associated with the cleaning not being carried out.

**Rubbish/waste removal:** Rubbish or waste removal is not part of our end of tenancy cleaning service and will incur an additional charge.

**Personal belongings:** The Customer must ensure that all personal belongings are completely moved out otherwise an additional £50 may be charged. In properties, where belongings are present our cleaning guarantee will not apply.

**High reach areas:** If ladders are required to reach high areas, then this must be stated at booking.

**Deposit:** 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.

**Personal belongings:** It's the customer's responsibility to let us know in advance if there is anything specific, we need to know Without doing so we consider that the customer allow us using our own discretion to decide on the fate of things left behind therefore we are not taking responsibility to replace anything or offer any refund.

**Final payment:** Please note that the final payment is due before the cleaners leave the property. Payment method: bank transfer. If cleaners have to wait longer than 15 minutes an extra charge may apply on an hourly base. Late payment fee: £50/day.

**Zero tolerance policy:** Aggressive or abusive behaviour includes language (whether verbal or written) that may cause staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks, and rudeness. If this unfortunate event happens staff will be asked to leave, and the booked cleaning should be paid in full by the customer. Any verbal/written threat from the Customer will invalidate the re-clean guarantee.

#### 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. (£35/h/cleaner) 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. Please respect our pricing policy as this is based on years of experience and with hundreds of cleanings behind us.

#### 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 due to health and safety reasons.

#### Pricing

- Prices quoted by us are based on average condition of the property.
- We reserve the right to amend the initial quotation if upon inspection of the property the supervisor assesses that the current state of the property is worse than the average or the customer has given to the company incorrect or incomplete property details. Any revised price will have to be accepted by the Customer before the cleaning is carried out.
- At the time of booking please notify us of any expensive items, including furniture, which may require special treatment or chemicals. This includes parquet and oak flooring, wooden work surfaces and any other custom-made items.
- 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.

#### Cancellations

- The deposit paid by the Customer is non-refundable.
- We reserve the right to refuse any cleaning job if the condition of the property is hazardous to the health and wellbeing of our operatives. If we are not made aware of this before arrival and we are unable to carry out the work as a result.
- We reserve the right to refuse any cleaning job if the condition of the property is worse than the average, the revised price is not accepted by the Customer and a cancellation fee will apply.
- We reserve the right to cancel an appointment, if upon inspection we are delighted to see that the customer has given us incorrect or incomplete property details.

- We have the right to cancel or reschedule a service in cases where an accident or any unexpected circumstances have befallen the assigned cleaning team. In this case the deposit will be refunded but we are not responsible for any further compensations.
- The Customer is liable for any mistakes they make regarding incorrect bookings

#### Complaints and Cleaning Guarantee

**THE FOLLOWING SERVICES DO NOT COVERED by our free re-clean guarantee: Move-in/Pre-tenancy cleaning, After builders/renovation cleaning, Deep cleaning, Regular and Airbnb cleaning, Carpet cleaning.** Once at your property, we would need an adult present at the end of the cleaning to inspect the Services and verbally confirm or sign off the work as completed to your satisfaction. If you are not present, the Services will be treated as accepted by you. Re-clean can be still requested for an extra fee.

- No refund claims will be considered once the cleaning service has been carried out.
- All services shall be deemed to have been carried out to the Customer's satisfaction unless written notice is received by Us with details of the complaint within 48 hours of the work being completed. We will fully investigate any complaint and attempt to resolve it in a professional and timely manner. We have the right to withdraw our guarantee in case of any verbal abuse or threat from the Customer.
- The Customer agrees to allow Us back to re-clean and inspect any disputed areas/items before arranging a third party to carry out services or refusing to pay for the service.
- We reserve the right to only offer one recovery clean per service.
- Where access is denied for a re-clean we are not liable for any costs associated with not being granted permission to re-enter the property and carry out the re clean.
- Our cleaning guarantee applies for 48 hours from the cleaning was completed. Any complaints after this time may not be considered regardless of their nature.
- We cannot guarantee our End of Tenancy Cleaning service when people or personal possessions/belongings are still present in the property during or after the time of the cleaning.
- Fridges and Freezers should be emptied and defrosted prior to our arrival and turned off so we can clean them. We will not be liable for cleaning freezers which have not been defrosted and reserve the right not to return to re clean the property for this reason alone.
- We will do our best to make sure your appliances are cleaned to a high standard. However, if they have not been cleaned since they were purchased regrettably, we will not be liable for ingrained dirt that cannot be removed using chemicals.
- We cannot guarantee the removal of pet odour or cigarette smoke during the cleaning and will not be liable for any deductions for this.
- The guarantee for the service shall be deemed invalid when the property contains premises and other areas, which are not indicated by the client to be cleaned at the time of booking.

The final result will depend on the original condition and cleanliness of the property. If the property has not been cleaned regularly (weekly/fortnightly) the achievable cleanliness may be compromised. We cannot guarantee the removal of any dirt or stain even though we use professional chemicals.

Our service is 100% Guaranteed for 48 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. 5. In case: a) we are not given the opportunity to do a re-clean by the tenant, agency, or landlord; b) we cannot access the property at the re-clean appointment, or it is cancelled we do not take any responsibility in regard to any deposit deduction/any other costs and we are not obligated to offer any refunds.

#### **Insurance and Liability**

- We hold a public liability insurance to the value of £1,000,000.
- Any claim for damage must be reported to the Company within 24 hours of the cleaning service visit.
- We reserve any right to refuse disclosure of confidential company documents.
- We shall not be liable for any third parties or their actions who enter or are present at the Customer's premises during the cleaning visit nor any costs incurred of said 3rd parties not being granted access. The cleaners cannot be relied on to grant access to the property to any third parties.
- Items excluded from our liability includes cash, jewellery, art, antiques, and items of sentimental value. Refund for items of sentimental/personal value will be made only at its current cash value.
- We request all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and/or not cleaned by the cleaning operatives.
- We are not responsible for any existing damage to Customer's property in the form of old marks/stains/burns/spillages etc. which cannot be cleaned/removed completely by the cleaning operative using the industry standard cleaning methods.
- We are not liable for any damages caused by faulty products/equipment provided by the Customer.
- We are not liable for any damages caused by faulty or broken items which lead to other damages.
- Arrival times and cleaning times are an estimate. We will not be liable, under any circumstances, for missed/cancelled appointment costs or any other costs owing to delayed arrival or completion times.

#### **Contracted cleaners and sub-contractors**

We reserve the right to use contracted cleaners and/or sub-contractors for any of its cleaning services and without providing any prior notification. Our standard cleaning guarantee will apply.

#### **Claims for damages**

- While our operatives make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed.
- In case of damage, proven to be caused by the us or one of its sub-contractors, we must be given first opportunity to make good the damage using their approved maintenance contractor. Under no circumstances will we be liable for any damage where this is not permitted by the Customer, landlord, or managing agent.
- In case of damage, proven to be caused by us, we will repair the item at its cost. If the item cannot be repaired by us will rectify the problem by crediting the Customer with the item's present actual cash value toward a like replacement. This liability applies only once the payment for the service has been received in full.
- Where the damage results in Us needing to make an insurance claim, the age of the broken or damaged item(s) will be taken into consideration when calculating its replacement value. The Customer will be put back into the position they were in before the loss occurred.
- Movement of heavy furnishings shall be carried out as much as no damage is caused to the flooring or to the furnishings.

**Busy Bee End of Tenancy Cleaning "We" reserve the right to make any changes to any part of these terms and conditions without giving any prior notice. Should any of the above clauses change all existing customers will not be notified.**

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## DEEP CLEANING SERVICE T&C

By using our site and/or making a booking via email, phone or online, you indicate that you accept these terms of use and that you agree to abide by them. If you do not agree to these terms of use, please refrain from using our site and/or making a booking. We have a lot of responsibility when our teams walk into others home and property therefore there are rules that must be followed and understood by us and the customer. Understanding our policy will help us to provide the best possible service, so both parties can be satisfied with the end results. The Terms of Service form a legal contract between the individual using the Service ("you", "the customer,") and Busy Bee End of tenancy cleaning ("we", "us", "or "our"). 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. Once at your property, we would need an adult present at the end of the cleaning in order to inspect the Services and sign off / consider the work as completed to your satisfaction. If you are not present, the Services will be treated as accepted by you. Deep cleaning is not covered by our free re-clean guarantee: Once at your property, we would need an adult present at the end of the cleaning to inspect the Services and verbally confirm or sign off the work as completed to your satisfaction. If you are not present, the Services will be treated as accepted by you. Re-clean can be still requested for an extra fee.

**Kitchen/bathroom:** In case you require inside cabinet/cupboard cleaning we kindly request that all kitchen cupboards be emptied out beforehand, as well as the fridge/freezer if it needs to be cleaned. Otherwise, we will clean around any items that are inside.

**All rooms:** Please note this is not a de-clutter/waste removal service. 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.

**Booked timeslot:** We are not obligated to do any refund in case the team arrived later than expected: The booked time slot is an estimate, please bear in mind traffic and workload may slow us down. We do everything in our power to avoid any kind of delays. We do not accept any liability to you for any loss suffered by you or any other person as a result of any unexpected delays.

**Pricing:** We charge per hour and per cleaner

**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.

**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:** Fridge must be emptied as much as possible (or gather everything on one shelf) **Freezer should completely defrosted** prior arrival of the team so we can clean it thoroughly. Otherwise, the freezer's cleaning may not be guaranteed.

**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.

**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.

**Zero tolerance policy:** Aggressive or abusive behaviour includes language (whether verbal or written) that may cause staff to feel afraid, threatened or abused and may include threats, personal verbal abuse, derogatory remarks, and rudeness. If this unfortunate event happens staff will be asked to leave, and the booked cleaning should be paid in full by the customer.

## FAQ

### When and how should I pay?

To avoid any misunderstanding please note that the final payment is due before the cleaners leave, straight after they finished. If this is not possible payment must be made when they arrive. Payment method: bank transfer. Late payment fee: £50/day.

### Do you charge additional if the condition of the property is dirtier than normal?

If we quoted a fixed price, we may charge for the extra time we stay, for our hourly rate. (£35/h/cleaner)

### How long will it take?

Some deep cleans can take 2-3 hours, while others will take the entire day. The quote will include a significant portion of the estimated total time required for the project, according to your specialist.

- We reserve the right to amend the initial quotation if upon inspection of the property the supervisor assesses that the current state of the property is worse than the average or the customer has given to the company incorrect or incomplete property details. Any revised price will have to be accepted by the Customer before the cleaning is carried out.
- At the time of booking please notify us of any expensive items, including furniture, which may require special treatment or chemicals. This includes parquet and oak flooring, wooden work surfaces and any other custom-made items.

### **Cancellations**

- The deposit paid by the Customer is non-refundable.
- We reserve the right to refuse any cleaning job if the condition of the property is hazardous to the health and wellbeing of our operatives. If we are not made aware of this before arrival and we are unable to carry out the work as a result.
- We reserve the right to refuse any cleaning job if the condition of the property is worse than the average, the revised price is not accepted by the Customer and a cancellation fee will apply.
- We reserve the right to cancel an appointment, if upon inspection we are delighted to see that the customer has given us incorrect or incomplete property details.
- We have the right to cancel or reschedule a service in cases where an accident or any unexpected circumstances have befallen the assigned cleaning team. In this case the deposit will be refunded but we are not responsible for any further compensations.
- The Customer is liable for any mistakes they make regarding incorrect bookings

### **Complaints and Cleaning Guarantee**

- No refund claims will be considered once the cleaning service has been carried out.
- All services shall be deemed to have been carried out to the Customer's satisfaction
- We will do our best to make sure your appliances are cleaned to a high standard. However, if they have not been cleaned since they were purchased regrettably, we will not be liable for ingrained dirt that cannot be removed using chemicals.
- We cannot guarantee the removal of pet odour or cigarette smoke during the cleaning and will not be liable for any deductions for this.
- The final result will depend on the original condition and cleanliness of the property. If the property has not been cleaned regularly (weekly/fortnightly) the achievable cleanliness may be compromised. We cannot guarantee the removal of any dirt or stain even though we use professional chemicals.

### **Insurance and Liability**

- We hold a public liability insurance to the value of £1,000,000.
- Any claim for damage must be reported to the Company within 24 hours of the cleaning service visit.
- We reserve any right to refuse disclosure of confidential company documents.
- We shall not be liable for any third parties or their actions who enter or are present at the Customer's premises during the cleaning visit nor any costs incurred of said 3rd parties not being granted access. The cleaners cannot be relied on to grant access to the property to any third parties.
- Items excluded from our liability includes cash, jewellery, art, antiques, and items of sentimental value. Refund for items of sentimental/personal value will be made only at its current cash value.
- We request all irreplaceable items (whether monetarily or sentimentally valuable) be stored away and/or not cleaned by the cleaning operatives.
- We are not responsible for any existing damage to Customer's property in the form of old marks/stains/burns/spillages etc. which cannot be cleaned/removed completely by the cleaning operative using the industry standard cleaning methods.
- We are not liable for any damages caused by faulty products/equipment provided by the Customer.
- We are not liable for any damages caused by faulty or broken items which lead to other damages.
- Arrival times and cleaning times are an estimate. We will not be liable, under any circumstances, for missed/cancelled appointment costs or any other costs owing to delayed arrival or completion times.

### **Claims for damages**

- While our operatives make every effort not to break items, accidents do happen. Identical replacement is always attempted but not guaranteed.
- In case of damage, proven to be caused by the us or one of its sub-contractors, we must be given first opportunity to make good the damage using their approved maintenance contractor. Under no circumstances will we be liable for any damage where this is not permitted by the Customer, landlord, or managing agent.
- In case of damage, proven to be caused by us, we will repair the item at its cost. If the item cannot be repaired by us will rectify the problem by crediting the Customer with the item's present actual cash value toward a like replacement. This liability applies only once the payment for the service has been received in full.

- Where the damage results in Us needing to make an insurance claim, the age of the broken or damaged item(s) will be taken into consideration when calculating its replacement value. The Customer will be put back into the position they were in before the loss occurred.
- Movement of heavy furnishings shall be carried out as much as no damage is caused to the flooring or to the furnishings.

**Busy Bee End of Tenancy Cleaning "We" reserve the right to make any changes to any part of these terms and conditions without giving any prior notice. Should any of the above clauses change all existing customers will not be notified.**

Please check this website for updates: <https://www.busybee-endoftenancycleaning.co.uk>

## AIRBNB CLEANING TERMS & CONDITIONS

You accept the following T&C by booking an Airbnb cleaning service with us. We accept new clients with at least 2 bookings. NEW clients: In order to book we will kindly ask you to send a 50% deposit for each date you wish to book. We do not require deposit payments from long-term regular clients. Please remember (unless agreed otherwise):

1. Please have clean linen and towels ready for the cleaners to use
2. Please provide a Hoover and mop and cleaning products (minimum: limescale removal/bleach/multi surface cleaner/window cleaner/cleaning cloths or kitchen roll)
3. This service does not include laundry drop off or washing and ironing of linens

**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. We usually start any time after the given check-out time. 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 +

**LATE CHECK-OUT/DELAYS:** In the event of an unarranged late check-out where our team need to wait more than 15 minutes, we will charge an additional £30/hour for each hour started after 15 minutes of waiting. Depending on our workload, we may not be able to wait more than 15 minutes to avoid delays to the next job.

**PAYMENT:** Payment is due as stated on the invoice. Late payment fee may apply (£30/day)

**PRICING:** We have fixed prices however we have the right to adjust our prices when circumstances require. For example: long stays, property is left in a very dirty condition, deep cleaning is needed etc.

**BOOKING YOUR FIRST CLEAN WITH US:** We highly recommend investing in a deep cleaning service before starting an Airbnb, as our Airbnb cleaning checklist will not cover every hidden spot as 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.

**LONGER STAYS:** We recommend booking mid-stay cleanings when you are hosting guests longer than 14 nights. If guests were staying longer than 14 nights and no mid-stay cleaning was booked, we charge an additional 50% at the next cleaning. The reason for that is it will take much longer to clean after a long stay.

### Extra services (Additional fee)

- Oven deep cleaning
- Dishwasher deep cleaning – cleaning inside the dishwasher and its filter
- Fridge deep cleaning – cleaning all the shelves and drawers, fridge inside and outside
- Extractor fan deep cleaning – cleaning the hood, removing and cleaning filters
- Washing machine deep cleaning – descaling/remove mould from the dispenser and inside of the drum
- Carpet, Upholstery, Curtain, or Mattress Steam Cleaning (please ask for prices)
- Laundry drop off/pick up
- Shopping for replenish supplies

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Please check this website for updates: <https://www.busybee-endoftenancycleaning.co.uk>

### CARPET CLEANING SERVICE

You accept the following T&C by booking a carpet cleaning service with us. Please be aware that no guarantee can be given for the complete removal of any stains. Please note that not every stain is removable and some of them are permanent.

The following charges may apply:

- Minimum charge of £75 per visit (£95 in Central London)
- Parking fee
- Congestion charge fee

1. Same day cancellation may result in charges just to cover our travel cost and time wasted.
2. Please note that any additional items not mentioned above, will be charged on the day.
3. Your time slot is just a guide as we don't have a control over traffic or bad weather.
4. Due to heavy machinery, we would need a lift above 1st floor. Additional charges may apply for flats with more than 1 staircase.
5. You would need to arrange parking or pay for one and would be responsible for any fines we get outside your property.
6. You would need to cover Congestion charge if you are within the zone.
7. In preparation, please Hoover your carpet and move any items/furniture obstructing our way.
8. Once at your property, we would need an adult present at the end of the cleaning in order to inspect the Services and verbally confirm or sign off the work as completed to your satisfaction. If you are not present, the Services will be treated as accepted by you. Re-clean can be still interested for extra fee.
9. We also need access to electricity and water.
10. We can only move light furniture or work around heavy furnishings. Please instruct the team as required.
11. Carpets/upholstery will be slightly damp straight after the clean. Estimated drying time may vary depending on the nature/fabric of the carpet/upholstery. We expect drying process to last between a few hours and a day. Please, be advised that by providing a good ventilation or heating, the drying time can be decreased. We can provide plastic overshoes so you can use the rooms while carpet is drying.
12. We can't guarantee complete removal of any stains or smell as they can be permanent or damage. We can't take responsibility for any reappearing stains. In such cases we would advise professional cleaning every 2 months until the problem is resolved.
13. We don't offer refunds or free re-cleans due to the above reasons and after the job has been signed for by yourselves as satisfactory.

**Busy Bee End of Tenancy Cleaning "We" reserve the right to make any changes to any part of these terms and conditions without giving any prior notice. Should any of the above clauses change all existing customers will not be notified.**

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