

End of Tenancy Cleaning Terms and Conditions (UK)

1. Introduction

These Terms and Conditions ("Agreement") govern the provision of end of tenancy cleaning services ("Services") by Mother Nature Cleans, a company registered in England and Wales (Company No. [Insert Number]) with its registered office at 4 Linden Drive, Hurworth Place, Darlington, DL2 2DJ ("we", "us", or "our") to the client ("you", "your").

By booking our Services, you confirm that you accept these terms and agree to comply with them.

2. Scope of Services

2.1. We agree to provide professional end of tenancy cleaning based on the checklist supplied at the time of booking.

2.2. Our standard Services include:

- Cleaning of all rooms (dusting, vacuuming, mopping)
- Kitchen deep clean (including surfaces, cupboards, exterior of oven, hob, extractor fan, and white goods where accessible)
- Bathroom and toilet sanitisation (descaling, tiles, fittings)
- Internal windows and window sills
- Skirting boards, doors, light switches, and sockets
- Spot cleaning of walls (where appropriate)

2.3. The following are **not** included :

- Carpet/upholstery steam cleaning
- External window cleaning
- Disposal of waste/rubbish
- Mould removal beyond surface cleaning
- Deep stain or paint removal

- High ceilings/light fitting out of reach
- Moving of heavy furniture

3. Pricing and Payment

3.1. A fixed quote will be provided in writing based on property size and condition. Quotes may be revised if the property condition significantly differs from the description provided.

3.2. Full payment is due by bank transfer, or cash on the day of unless otherwise agreed in writing.

3.3. Late payment may incur interest at 4% above the Bank of England base rate.

4. Access to Property

4.1. You must ensure that:

- Access is available at the scheduled time
- The property is vacated, with all personal belongings and rubbish removed
- Power and hot water are connected and working

4.2. If we cannot access the property as scheduled, the full fee may be charged.

5. Cancellations and Rescheduling

5.1. You may cancel or reschedule free of charge up to 24 hours before the booking.

5.2. If less than 24 hours' notice is given, a cancellation fee of 50% of the total quote may apply.

5.3. If we attend and are unable to gain access or start work, the full fee may be charged.

6. Satisfaction Guarantee

6.1. If you are not satisfied with the Service, you must notify us in writing within 24 hours of completion.

6.2. We will return free of charge to re-clean any areas that fall short of the agreed standard, provided the property has not been reoccupied or altered.

7. Liability

7.1. We carry public liability insurance up to £1,000,000. A copy is available on request.

7.2. We are not liable for:

- Pre-existing damage or wear and tear
- Items improperly installed or secured
- Damage caused by failure of utilities
- Mould, damp, or stains that cannot be removed with standard cleaning

7.3. Claims for damages or losses must be reported within 48 hours of the Service.

8. Consumer Rights

8.1. Nothing in these terms affects your statutory rights under the Consumer Rights Act 2015.

8.2. If we fail to carry out the Services with reasonable care and skill, you are entitled to a repeat performance or refund in line with UK consumer law.

9. Data Protection

9.1. We will only use your personal data as set out in our Privacy Policy, in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

10. Governing Law and Jurisdiction

10.1. These terms are governed by the laws of England and Wales. Any disputes arising shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Company Details

Mother Nature Cleans

Company No: [Insert]

Registered Office: 4 Linden Drive, Hurworth Place, Darlington, DL2 2DJ

Contact: [Phone Number / Email]

Effective Date: 15 May 2025