



## TERMS AND CONDITIONS

### 1. Introduction

These Terms and Conditions apply to all services provided by CJS Cleaning & Maintenance Ltd (“we”, “us”, “our”) to the client (“you”, “your”). By booking or using our services, you agree to these Terms.

### 2. Services Provided

We provide professional cleaning services including but not limited to:

- End of Tenancy Cleaning
- Office Cleaning
- Post-Build / After Builders Cleans
- Retail & Hospitality Cleaning

All services are provided based on the agreed scope, quotation, or booking confirmation.

### 3. Pricing & Payment

#### 3.1 Pricing

All prices are agreed in advance and confirmed via quotation, booking confirmation, or invoice. Prices are in GBP (£) unless stated otherwise.

#### 3.2 Payment Terms

- Payment is due upon completion of the cleaning service, unless otherwise agreed in writing.
- For commercial clients, payment terms may be set at 7 or 14 days from invoice date (unless agreed otherwise)
- We do not normally require deposits.

#### 3.3 Site Surveys

- Where a site survey or inspection is required, a fee may be charged.
- This fee will be deducted from the final total price if the job proceeds with us.
- If the client chooses not to proceed, the survey fee is non-refundable.

### **3.4 Late Payment**

- Late payments may result in suspension of services or additional charges.
- We reserve the right to charge statutory interest on overdue invoices in line with UK legislation.

## **4. Cancellations & Amendments**

### **4.1 Client Cancellations**

We require a minimum of 48 hours' notice for any cancellation or rescheduling.

- More than 48 hours' notice: no charge
- Less than 48 hours' notice: up to 100% of the quoted price may be charged
- Same-day cancellation or no access provided: full charge applies

### **4.2 Our Right to Cancel**

We may cancel or reschedule services due to unforeseen circumstances such as staff illness, unsafe working conditions, or events beyond our control. In such cases, we will offer an alternative date or refund any prepaid amounts.

## **5. Access & Customer Responsibilities**

- You must ensure access to the property at the agreed time.
- Keys, codes, or entry instructions must be provided in advance where necessary.
- If access is not available, the full service charge may still apply.

## **6. Service Standards & Complaints**

- We aim to deliver high-quality cleaning services.
- Any issues must be reported within 24 hours of service completion.
- Where appropriate, we may offer a re-clean of specific areas rather than a refund.



## **7. Liability**

We are not liable for:

- Pre-existing damage, wear, or deterioration
- Items not securely fixed or disclosed as fragile
- Loss or damage caused by incorrect or incomplete information provided by the client

Our liability is limited to the total amount paid for the service in question.

## **8. Changes to Terms**

We reserve the right to update these Terms at any time. The latest version will apply to all future bookings.

## **9. Governing Law**

These Terms are governed by the laws of England and Wales, and any disputes will be handled under the jurisdiction of the courts of England and Wales.