

Terms & Conditions – Clean Canvas UK Ltd

1. Introduction

These Terms & Conditions apply to all services provided by Clean Canvas UK Ltd. By confirming a booking or submitting your details through our booking form, you agree to be bound by these Terms & Conditions.

2. Our Commitment to You

2.1 We are committed to providing a reliable, professional, and high-quality service to all customers.

2.2 We aim to communicate clearly and work with our customers to ensure a smooth and positive experience.

2.3 Customer satisfaction is important to us, and we aim to resolve any concerns quickly and fairly.

2.4 These Terms & Conditions are designed to be fair and transparent in line with applicable UK consumer protection laws.

2.5 We aim to deliver our services with honesty, professionalism, and respect for your property at all times.

3. General Terms

3.1 Clean Canvas UK Ltd provides residential and commercial cleaning services.

3.2 All services are carried out with reasonable care and skill, in line with industry standards.

3.3 Clean Canvas UK Ltd reserves the right to refuse or stop a service if conditions are unsafe, unsuitable, or if the terms of the booking have not been met.

4. Service Terms

4.1 The customer must ensure safe and suitable access to the property at the agreed time.

4.2 If access cannot be gained, or the property is not ready for cleaning, Clean Canvas UK Ltd reserves the right to charge for the full or partial service.

4.3 Customers must ensure the property is in a reasonable condition for cleaning. Excessive clutter, hazardous environments, or undisclosed issues may result in additional charges or refusal of service.

4.4 The scope of the service is based on the information provided at the time of booking. Any significant changes may result in adjustments to the service or additional charges.

5. Pricing & Payments

5.1 All quotes are based on the information provided at the time of booking.

5.2 If the condition of the property differs significantly from what was described, additional charges may apply.

5.3 A deposit is required to secure certain bookings (e.g. deep cleans). The amount will be confirmed at the time of booking.

5.4 Bookings are not confirmed until the deposit has been received.

5.5 The remaining balance is due upon completion of the service unless otherwise agreed.

5.6 Clean Canvas UK Ltd reserves the right to charge for late or non-payment and may refuse future services where payment has not been made.

6. Bookings, Cancellations & Rescheduling

6.1 Once a booking is confirmed, the agreed date and time are reserved in our schedule.

6.2 Deposits are non-refundable in the event of cancellation.

6.3 Clean Canvas UK Ltd reserves the right to retain the deposit where a booking is cancelled and the reserved time cannot be reallocated.

6.4 One reschedule may be accommodated, subject to availability.

6.5 Additional changes or repeated rescheduling may result in the deposit being retained.

6.6 If a rescheduled booking is later cancelled, the original deposit may still be retained.

7. Damage & Liability

7.1 Clean Canvas UK Ltd will take all reasonable care while carrying out services.

7.2 Any claims for damage must be reported within 24 hours of the service being completed.

7.3 Liability is limited to the value of the service provided.

7.4 Clean Canvas UK Ltd is not responsible for pre-existing damage, wear and tear, or issues arising from faulty materials or fixtures.

8. Guarantees & Complaints

8.1 If you are not satisfied with any aspect of the service, you must notify Clean Canvas UK Ltd within 24 hours of the service being completed.

8.2 Clean Canvas UK Ltd must be given the opportunity to return and rectify any issues raised before any further action is taken.

8.3 Failure to allow a re-clean or rectification may result in any claim, refund request, or complaint being declined.

8.4 Clean Canvas UK Ltd will make reasonable efforts to resolve any valid concerns in a timely manner.

9. Final Notes

9.1 Clean Canvas UK Ltd reserves the right to amend these Terms & Conditions at any time.

9.2 Clean Canvas UK Ltd is not liable for delays or failure to perform services due to circumstances beyond our control, including but not limited to illness, weather, or unforeseen events.

9.3 By proceeding with a booking, you confirm that you have read, understood, and agreed to these Terms & Conditions.