

Domestic Bliss Specialist Cleaning Services

Terms of Service

These Terms of Service apply to all bookings made with Domestic Bliss Specialist Cleaning Services. By booking a service with us, you agree to the terms set out below.

1. Bookings

All bookings must be confirmed by Domestic Bliss Specialist Cleaning Services by email, message, invoice, or booking system. Once a booking is confirmed and services commence, these terms are deemed accepted.

2. Access to the Property

Customers must ensure we have safe and suitable access to the property at the agreed date and time. If we are unable to gain access, the appointment may still be chargeable in full. Any special access instructions, alarm codes, parking arrangements, or entry details must be provided in advance.

3. Cancellations and Notice Periods

For regular weekly or fortnightly cleaning services, a minimum of 4 weeks' notice is required to cancel. This notice period begins from the date notice is given, not from the date of the last clean. Services due within that notice period remain chargeable.

For one-off cleans, deep cleans, end of tenancy cleans, and specialist cleans, at least 48 hours' notice is required for cancellation or rearrangement. Late cancellations may be charged at up to 100% of the booked service value.

4. Standards and Complaints

We take pride in providing a high standard of service. Any concerns regarding a clean must be reported within 24 hours of the service taking place. We will always aim to review and resolve genuine concerns fairly and promptly. Issues reported after this period may not be eligible for revisit or rectification.

5. Condition of the Property

All quotes and estimated time allocations are based on the information provided at the time of booking. If the condition of the property differs significantly from what was described, additional time and charges may be required.

Properties that are heavily soiled, neglected, or affected by mould, bodily fluids, infestations, hoarding, sharps, or other hazardous conditions must be disclosed before the booking takes place. We reserve the right to revise pricing, reschedule, or refuse to carry out work if conditions are unsuitable or unsafe.

6. Health and Safety

The safety of our staff is extremely important. We reserve the right to refuse or stop work immediately if a property is deemed unsafe, hazardous, or presents a risk to health and safety. This includes, but is not limited to, the presence of biohazards, sharps, pest infestations, unsafe electrics, structural concerns, or aggressive behaviour.

7. Damage and Liability

We are fully insured and take every reasonable care while working in your property. Any alleged damage must be reported within 24 hours of the service, with supporting photographs where possible.

We cannot accept liability for pre-existing damage, wear and tear, items that are poorly fitted or unsecured, or damage caused by faulty fixtures, fittings, or materials. Any valid claims will be reviewed and handled appropriately in line with our insurance cover.

8. Breakages

In the unlikely event of accidental damage or breakage, this must be reported as soon as possible. Where appropriate, we may repair, replace, or compensate at our discretion and subject to the circumstances of the incident and our insurance terms.

9. Products and Equipment

Unless otherwise agreed, we provide our own cleaning products and use customers vacuum and mop, due to hygiene and allergy reasons. If a customer requests the use of their own products, these must be left out clearly and safely for our team. We cannot accept responsibility for the performance, reactions, or results of customer-supplied products.

10. Utilities

Customers must ensure the property has running water and electricity available at the time of the appointment unless otherwise agreed in advance. If essential utilities are unavailable, the appointment may need to be cancelled, shortened, or rescheduled, and charges may still apply.

11. Pets

Where pets are present, customers must ensure they are safely managed and do not interfere with the service. We cannot be held responsible for pets escaping if access points are not secure or if pets are not properly contained.

12. Photography & Social Media

We may take photographs and/or videos before, during, and after our services for training, quality control, and marketing purposes, including use on our website and social media platforms.

We will always aim to ensure:

- No personal photographs, documents, or sensitive information are visible
- Content focuses on cleaning results, areas, and surfaces only
- Customers and property locations are not identifiable

For sensitive environments (including biohazard, trauma, or hoarding work), we act with discretion and may seek additional consent where appropriate.

If you do not wish for images to be used for marketing purposes, you must notify us in writing prior to your appointment. Internal images for training and quality control may still be taken where necessary.

All images remain the property of Domestic Bliss Specialist Cleaning Services. Requests for removal of published content will be considered and actioned where reasonably possible.

13. VAT

Domestic Bliss Specialist Cleaning Services is VAT registered.

All prices, quotes, and rates are **exclusive of VAT unless explicitly stated otherwise**. VAT will be added at the applicable rate at the time of invoicing.

14. Payments

Payment terms will be confirmed at the time of booking or invoicing. All invoices must be paid by the due date shown. Late payment may result in suspension of ongoing services and further action to recover outstanding sums where necessary.

15. Pricing

All quotations are based on the information available at the time of booking. If the scope of work changes, or the property condition is materially different from what was described, we reserve the right to amend the price accordingly.

16. Refusal or Withdrawal of Service

We reserve the right to refuse, withdraw, or discontinue services at any time where terms are not complied with, staff are treated inappropriately, or working conditions are unsuitable, unsafe, or abusive.

17. Force Majeure

We shall not be liable for delays, changes, or cancellations caused by circumstances beyond our reasonable control. This includes, but is not limited to, severe weather, road closures, vehicle breakdown, staff illness, emergency call-outs, or other unforeseen operational issues.

18. Privacy and Confidentiality

We respect client privacy and treat all personal information confidentially. Any personal data provided to us will be handled in accordance with applicable data protection requirements.

19. Changes to These Terms

Domestic Bliss Specialist Cleaning Services reserves the right to update or amend these Terms of Service at any time. The latest version published on our website will apply to all future bookings and ongoing services unless otherwise stated.

Contact Us

Domestic Bliss Specialist Cleaning Services

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