



Cleaning Service Agreement and Terms

Reilly Refined Cleaning Services

This agreement records the cleaning service requested, the quotation accepted and the terms that apply. Please complete the relevant sections and retain a copy for your records.

Client and booking details

Client or business name	Contact name
Service address	Postcode
Telephone number	Email address
Service date or schedule	Quotation reference
Agreed price	Deposit paid

Service type

☐ Regular domestic	☐ One-off or deep clean	☐ Builders or post-renovation	☐ Commercial premises
☐ Oven cleaning	☐ Carpet or upholstery	☐ Move-in or move-out	☐ Other: _____

Agreed scope of work

Areas, tasks, exclusions or special instructions
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Key payment terms

Domestic clients	Payment is due on completion and must be received on the same day unless otherwise agreed in writing.
Commercial and trade clients	Invoices are due immediately on receipt and no later than 24 hours after issue unless different written terms were agreed before work began.
Deposits	One-off and deep cleans normally require 50%. First-time builders and commercial clients normally require 25%, rising to 50% for larger or resource-intensive projects.

Full terms and conditions

1 Quotations and scope

Quotations are valid for 14 calendar days unless stated otherwise. A quotation is based on the agreed scope, the information supplied and the condition visible when the work is assessed. If the scope, access, condition, level of soiling or required resources materially changes, we may pause the work and agree a revised price before continuing.

Photographs and descriptions may help with an initial assessment, but they do not always show the true condition of a property or item. Where necessary, a quotation will be confirmed following an in-person assessment.

2 Booking and deposits

A booking is not secured until the required deposit and written acceptance of the quotation and applicable terms have been received.

- One-off and deep cleans normally require a 50% booking deposit.
- First-time builders and commercial clients normally require a 25% booking deposit.
- A deposit of up to 50% may be required where a project reserves several days, requires extra staff, specialist equipment or significant preparation.
- Deposit requirements may be reduced or waived for established account clients only where agreed in writing.

Deposits are applied to the final balance. Their treatment following cancellation is explained below.

3 Cancellations and rescheduling

Regular domestic appointments require at least 24 hours notice of cancellation or rescheduling. One-off, deep, move-in, move-out, builders, post-renovation, oven, carpet, upholstery and other specialist appointments require at least 48 hours notice.

Where sufficient notice is provided, a one-off or deep-clean deposit may be transferred once to a rearranged appointment. A second cancellation or rescheduling, or cancellation without the required

notice, will result in the deposit being forfeited. Where no deposit was taken, the full agreed charge may remain payable when insufficient notice prevents the reserved time from being reallocated, subject to applicable law and any costs reasonably saved.

4 Access and waiting time

The client must ensure safe and timely access at the agreed start time. If we cannot gain access for reasons outside our control, the full agreed charge remains payable. We will wait for up to 15 minutes. Time lost through delayed access reduces the cleaning time available, but the agreed fee remains payable.

5 Domestic consumer payments

Payment is due on completion of the service and must be received on the same day unless otherwise agreed in writing. If payment remains outstanding, future appointments may be suspended or cancelled and advance payment may be required for all future services.

We may seek reimbursement of fair, proportionate and reasonable costs genuinely incurred in pursuing an overdue consumer payment where permitted by law. We do not apply the statutory business-to-business recovery charges to domestic consumers.

6 Commercial builders and trade payments

Business-to-business invoices are due immediately upon receipt and must be paid no later than 24 hours after issue unless different payment terms were agreed in writing before work began.

For qualifying overdue business-to-business invoices, Reilly Refined Cleaning Services reserves the right to claim statutory interest at 8% above the applicable Bank of England base rate, together with the statutory fixed recovery charge of £40, £70 or £100 according to the value of the outstanding debt, plus any additional reasonable recovery costs permitted by law. Future or ongoing work may be suspended until all overdue sums are paid in full.

7 Products equipment utilities and safety

Reilly Refined Cleaning Services supplies professional cleaning products and equipment appropriate to the booked service. The client must provide safe access, working electricity and hot water where reasonably required. The client must disclose known hazards, fragile or specialist surfaces, manufacturer care instructions, loose fittings, damage, infestations, bodily fluids or any other condition that could affect safe delivery of the service.

We may refuse or stop work where conditions are unsafe, unlawful, materially different from those disclosed, or unsuitable for the products or equipment required. Charges may remain payable for time reserved and work already completed.

8 Client belongings and pre-existing condition

Clients should secure cash, jewellery, important documents, medicines, fragile items and valuables before the appointment. We are not responsible for ordinary wear, weak or defective fixtures, loose fittings, unstable items, manufacturer faults or damage that existed before the service. Any accidental damage believed to have been caused by us must be reported promptly and will be assessed fairly.

9 Results and limitations

We provide cleaning services with reasonable care and skill, but no cleaner can guarantee that every stain, mark, odour, discolouration or defect will be removable. Results depend on the material, age, condition, previous treatments and nature of the soiling.

- Permanent staining, wear, colour loss, ingrained residue and pre-existing damage may remain after cleaning.
- Visible surface mould may be treated during cleaning, but recurring mould can indicate an underlying moisture, ventilation or building issue that cleaning cannot resolve.
- Recontamination after we leave, ongoing building work, airborne dust and access by other trades are outside our control.
- We are not responsible for areas outside the agreed scope or areas that cannot be accessed safely.

10 Concerns and right to rectify

Any concern about the agreed cleaning standard must be reported within 24 hours of completion, with photographs where reasonably possible. We must be given a reasonable opportunity to inspect the affected area and, where appropriate, return to rectify any agreed shortfall at a mutually suitable time.

Because the service involves labour, time, professional products and equipment already supplied, refunds are not automatically offered. Our first remedy will be repeat performance of the affected area. This does not limit any mandatory statutory right to an appropriate remedy where repeat performance is impossible, cannot be completed within a reasonable time or would cause significant inconvenience.

11 Photographs privacy and communication

Before-and-after photographs may be taken for service records and quality assurance. Identifiable photographs or videos will not be used publicly without permission. A client may opt out of marketing use at any time. Personal information is used only to manage enquiries, quotations, bookings, service delivery, payment and legitimate business records, and is not displayed publicly.

12 Acceptance and governing law

Booking a service, paying a deposit, signing this agreement or instructing us to begin work confirms acceptance of the quotation and the applicable terms supplied before the service. Any variation must be agreed in writing. If one term is found unenforceable, the remainder continues to apply. These terms are governed by Scottish law, and mandatory statutory rights remain unaffected.

Agreement and signatures

I confirm that I have read and understood the quotation and the applicable terms above, that I had the opportunity to ask questions, and that the information I have supplied is accurate to the best of my knowledge.

Client name	For Reilly Refined Cleaning Services
Client signature	Signature
Date	Date
Marketing photographs	☐ Yes ☐ No Initials: _____

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