

Last updated: 4th April 2026

Peachy Clean Sisters  
Terms and Conditions

### **1. Acceptance of Terms**

By booking and using our services, you agree to be bound by the following Terms and Conditions. If you do not agree with any part of these terms, you should not use our services.

### **2. Description of Services**

Peachy Clean Sisters provides one-off domestic cleaning services including one-off standard maintenance cleans and deep cleans. A clear list of tasks included within each service will be agreed in advance.

We reserve the right to modify, suspend or discontinue any part of our services at any time where necessary.

### **3. Property Requirements**

For health and safety reasons, and to ensure our team can complete your one-off clean thoroughly, safely, and efficiently, we require exclusive access to the property during the cleaning appointment. Clients must ensure the property is vacant during our service window. This allows us to work without interruption and ensures the highest standard of cleaning.

If the property is not vacant upon our arrival, we reserve the right to refuse or reschedule the service.

Please allow some time to prepare your home before our arrival, ensuring surfaces and floors are clear of clutter. This allows us to clean effectively.

The property must have running water and electricity available.

Clients must inform us of any broken, loose or unsafe items, such as blinds, cupboards or taps, before cleaning begins. We cannot be held responsible for damage to items that are already faulty or unstable.

Where parking is required, accessible parking must be provided. Any parking fees incurred during the clean must be covered by the client.

### **4. Payments**

Payment is due on the day of the clean or at the time the service is completed.

We do not accept Paypal or cheques. Payment details will be provided upon confirmation of your booking.

Last updated: 4th April 2026

A deposit is required when booking a one-off deep clean to secure your appointment slot. Deposits must be paid at least 7 days prior to your scheduled clean. If the booking is made within 7 days of the appointment, the deposit is required immediately to secure the booking.

If the deposit is not received within this timeframe, we reserve the right to release the appointment to another client.

The deposit secures your appointment slot and will be deducted from the final service cost. Deposits are non-refundable if the appointment is cancelled within 48 hours of the scheduled clean.

## **5. Booking & Service Duration**

Our services may be priced either at a fixed price per job or by an hourly rate, depending on the type of clean and what best suits the clients requirements. Where an hourly rate applies, this will be discussed and agreed prior to the appointment.

Estimated time frames may be provided as a guideline only and are not guaranteed. Actual cleaning times may vary depending on the condition of the property upon arrival and the level of detail required.

Our working hours are between 10:00-14:00. In some cases, additional time may be required due to the size, condition of the property, or scope of service required. We reserve the right to arrange a return visit to complete the remaining work at the next available appointment. Where possible, we will advise clients in advance if this is anticipated.

## **6. Cancellations and Rescheduling**

If you need to cancel or reschedule your cleaning appointment, please contact us as soon as possible by phone, text or email.

Cancellations made within 48 hours of the scheduled clean will incur a charge equal to the full cost of the booked service, as this time has been reserved specifically for the client and is unlikely to be reallocated at short notice. This policy applies for any reason, including illness, emergencies or change of plans.

For our cleans requiring a deposit, the deposit secures the booking and will be applied toward the total service cost. If the appointment is cancelled within 48 hours, the deposit will be retained and applied toward the cancellation fee.

If we travel to your property and are unable to gain access, or the clean has not been cancelled in advance, the full service fee will be charged. Payment must be made in full before any future bookings can be arranged.

## **7. Illness Policy**

Last updated: 4th April 2026

For the safety of both ourselves and our clients, if you or anyone in your household is experiencing symptoms of a contagious illness (such as flu, COVID-19, a cold, pneumonia or similar), you must notify us before our arrival so the appointment can be rescheduled.

If we arrive at the property and someone in the household appears to be unwell with a contagious illness, we reserve the right to cancel or postpone the clean immediately for safety reasons.

In these circumstances, the appointment will be treated as a late cancellation under our 48-hour cancellation policy, and the full service fee will still apply.

## **8. Property Condition**

We reserve the right to decline or postpone cleaning services if the property condition presents a health or safety risk.

## **9. Scope of Work**

All services are carried out based on the agreed scope of work discussed prior to the appointment.

## **10. Service Costs**

All quotes are based on the information supplied by the client and may be provided either as a fixed-price quote or as a recommended number of hours at our current hourly rate.

Any pricing method will be clearly agreed prior to the appointment.

## **11. Satisfaction Guarantee**

We aim to provide a high standard of service at every clean. If you are not completely satisfied with any aspect of our work, please contact us within 24 hours of the clean.

We will review the issue and, where appropriate, arrange to return and rectify the problem. We do not offer refunds, but we will always do our best to resolve any concerns.

## **12. Heating**

To ensure cleaning products work effectively and to maintain proper ventilation, we ask that heating is turned off before we arrive. Windows may be opened during the clean.

We are unable to clean heated towel rails if they are hot.

## **13. Biohazard Cleaning**

We are not trained or licensed to carry out biohazard cleaning. This includes areas involving mould, human waste, rodent contamination, sharps disposal or trauma scenes.

Last updated: 4th April 2026

Any biohazard materials must be professionally removed before our services can be carried out.

#### **14. Access to the Property and Key Holding**

Clients must ensure that we have safe and timely access to the property at the scheduled appointment time. This may include providing keys, entry codes, or ensuring someone is present to allow entry.

If we are unable to access the property upon arrival, the appointment will be treated as a late cancellation and the full service fee will still apply.

If keys or access instructions are provided in advance, clients must ensure they are correct and functional. We cannot be held responsible for delays or cancellations caused by incorrect access details.

We are insured to hold client keys where mutually agreed. Keys will be securely stored and labelled without identifying information.

If keys are not held by us, they will be returned or posted back to you as agreed.

#### **15. Photography**

We may take before and after photographs of areas we clean for quality control and marketing purposes.

These photographs will not include personal items, identifiable items, identifiable family photographs, names or addresses. If any personal images are visible, they will be blurred before use.

If you do not consent to photographs of your home being used for social media or marketing, please inform us in advance.

#### **16. Liability**

While we take every care when cleaning your property, accidents can occasionally occur.

We ask that clients notify us within 24 hours if they believe any damage has occurred during the service.

We cannot accept responsibility for pre-existing damage, wear or tear, or items that are loose, fragile or improperly installed.

#### **17. Safety**

For health and safety reasons we are unable to move heavy furniture. Light and easy movable items may be moved where necessary.

Last updated: 4th April 2026

If blinds, fixtures, furniture or fittings appear unsafe or at risk of damage, we reserve the right not to clean that item.

### **18. Pets**

For the safety of both ourselves and your pets, we kindly ask that pets are kept secure where necessary during the clean. We cannot be held responsible for pets interfering with cleaning activities.

### **19. Bank Holidays, Weekends and School Holidays**

Our normal operating hours are Monday - Friday between 10:00am and 2:00pm.

Prices may be increased for Bank Holidays, weekend appointments and any cleans that take place outside of our normal operating hours.

We do not normally operate during school holidays, however we may be able to accommodate requests depending on availability. Please contact us to discuss.

### **20. Fragile Items**

While we take great care when cleaning, we are not responsible for damage to items that are already loose, fragile, unstable or improperly installed.

### **21. Insurance**

Peachy Clean Sisters holds appropriate public liability insurance to cover our cleaning services.

### **22. Changes to Terms and Conditions**

Peachy Clean Sisters reserves the right to update or modify these Terms and Conditions at any time without prior notice.

Continued use of our services after any changes have been made constitutes acceptance of the updated Terms and Conditions.