



## DI SHINE CLEANING LTD – MASTER TERMS & CONDITIONS

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**Approved by:** Diana Dhamija, Director

These Master Terms & Conditions (“Terms”) govern all cleaning services provided by **Di Shine Cleaning Ltd** (“we”, “us”, “our”, “the Company”) to any person or organisation (“you”, “the Client”).

By booking a service with us by phone, email, online form, WhatsApp, or in writing, you agree to be bound by these Terms.

These Master Terms apply to all services, including but not limited to:

- Regular domestic cleaning
- One-off cleaning
- Deep cleaning
- End of tenancy cleaning
- Commercial & office cleaning
- Carpet & upholstery cleaning
- Post-construction / after-builders cleaning
- Other specialist cleaning services

Additional **Service-Specific Terms** (for example, *End of Tenancy Add-On* and *Deep Cleaning Add-On*) apply in addition to these Master Terms where relevant.

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### 1. DEFINITIONS

In these Terms:

- **“Company”, “we”, “us”, “our”** means Di Shine Cleaning Ltd.
- **“Client”, “you”** means the person, firm or corporate body booking the service.
- **“Property”** means the address where the cleaning service is carried out.
- **“Service”** means the cleaning work we are contracted to provide.
- **“Operative”, “Cleaner”, “Di Shiner”** means any person working for or on behalf of the Company, including employees, contractors and subcontractors.
- **“Appointment”** means the agreed date and time of the visit.

- “**Quote**” / “**Quotation**” means the estimated price for the Service based on information provided by the Client.
  - “**Deposit**” means any advance payment made by the Client to secure a booking.
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## 2. SCOPE OF SERVICES

2.1 We provide a range of cleaning services as described on our website, in our marketing materials, or in written communication with you.

2.2 The exact scope of work for each booking will be confirmed in writing (email, message or quote document) and may refer to a checklist (e.g. End of Tenancy checklist, Deep Cleaning checklist).

2.3 For some services (e.g. End of Tenancy, Deep Cleaning, Carpet & Upholstery), additional **service-specific terms** apply. These are to be read together with this Master document.

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## 3. QUOTATIONS & PRICING

3.1 All quotations are **estimates** based on average completion times and the information you provide about the Property (size, condition, number of rooms, special requirements, etc.).

3.2 We reserve the right to amend the quoted price if:

- The Property is larger than described.
- The condition is significantly worse than “normal use”.
- There are additional rooms, bathrooms or areas not initially disclosed.
- Heavier soiling, grease, limescale, or clutter is present.
- Extra services are requested on the day.
- Access, parking, or utilities are not as agreed and cause delays.

3.3 Any change in price will be communicated to you as soon as reasonably possible. We will seek your approval before proceeding with work that causes additional charges.

3.4 Unless otherwise stated, quotations:

- For End of Tenancy cleaning are **per job** (fixed price based on size and condition).
- For Deep Cleaning may be **per hour per cleaner** or **per job**, as specified in the quote.
- For regular cleaning are usually **per hour per cleaner**.

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## 4. BOOKINGS & DEPOSITS

4.1 A booking is considered **confirmed** when:

- You have accepted our quote (verbally or in writing), and
- Any required Deposit has been received and cleared.

4.2 A **Deposit of up to 50%** of the quoted price may be requested to secure bookings. This amount is deducted from the final invoice.

4.3 Deposits are **non-refundable** if you cancel less than 48 hours before the scheduled Appointment (see Section 11).

4.4 We reserve the right to refuse or cancel bookings at our discretion, for example if:

- There is unpaid debt from previous work;
- The Property is unsafe;
- The requested work falls outside our service scope or capabilities.

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## 5. ACCESS, KEYS & SECURITY

5.1 You are responsible for providing safe and reasonable access to the Property at the agreed time.

5.2 If you provide keys:

- Keys must open the doors without force or special skill.
- You must ensure any security or concierge staff are aware we are attending.
- You must give clear instructions for alarm systems, door codes and entry gates.

5.3 If our operatives are unable to gain access within **30 minutes** of arriving at the Property, or if access is denied, we may:

- Treat the appointment as cancelled by you; and
- Charge up to **50% of the quoted price** to cover lost time and opportunities.

5.4 We take reasonable care of keys and access devices and store them securely when held temporarily for regular clients.

## **6. PARKING & CONGESTION CHARGES**

6.1 You are responsible for providing or paying for parking suitable for our vehicle/s during the Service.

6.2 If a permit, visitor pass or allocated bay is required, you must provide it on the day.

6.3 Where only pay-and-display or meter parking is available, you agree to reimburse all parking costs incurred during the Appointment.

6.4 If the Property is within a Congestion Charge or Clean Air Zone, you agree to cover any such charges for the day of the service.

6.5 Parking fines incurred due to incorrect or incomplete instructions from you (e.g. wrong permit, wrong bay) remain your responsibility.

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## **7. CLIENT RESPONSIBILITIES**

You agree to:

7.1 Provide accurate information about the Property, including:

- Number of rooms and bathrooms.
- Approximate size.
- General condition.
- Any special surfaces (e.g. natural stone, delicate floors, high-value finishes).
- Any hazards.

7.2 Ensure the Property has:

- Running hot and cold water.
- Electricity.
- Adequate lighting and ventilation.
- Functioning drains and toilets (if needed).

7.3 Ensure the environment is safe for our operatives to work in:

- No exposed electrical wiring.
- No significant structural damage.
- No uncontrolled animals or aggressive behaviour.
- No dangerous materials (e.g. syringes, bodily fluids, heavy mould, infestations) unless pre-agreed as a specialist job.



7.4 Secure or remove valuables, fragile and sentimental items. We encourage you to:

- Put away jewellery, cash, collectibles and personal documents.
- Remove easily knock able items from the edges of surfaces.

7.5 Not request tasks that require expertise beyond cleaning, such as:

- Electrical work
- Plumbing
- Carpentry
- Pest control
- Specialist restoration

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## 8. OUR RESPONSIBILITIES

8.1 We will provide cleaning services:

- With reasonable care, skill and attention.
- Using appropriate methods and products.
- In line with the agreed scope for your booking.

8.2 We will allocate suitably trained operatives to perform the work. They may be employees, contracted staff or subcontractors.

8.3 We will use our professional judgement to prioritise tasks within the time and scope agreed, especially on hourly-based cleans.

8.4 We will endeavour to arrive at the agreed time, but minor delays may occur due to traffic, parking, previous jobs overrunning or other factors beyond our control. In such cases, we will notify you as soon as reasonably possible.

8.5 Where a delay makes it impossible to complete the full service in the original time, we will discuss options with you – for example:

- Shortening the scope for the day; or
- Rescheduling part of the service.

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## 9. EQUIPMENT & MATERIALS

9.1 Unless otherwise agreed, we will provide all necessary cleaning equipment and materials required to perform the Service.



9.2 Where you request that we use your products, you are responsible for:

- Ensuring they are safe and appropriate for the surfaces involved.
- Providing relevant safety information (e.g. if highly acidic or alkaline).

9.3 We are not liable for damage caused by:

- Faulty or unsuitable equipment provided by you.
- Inappropriate chemicals or products you insist we use against our advice.

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## 10. HEALTH & SAFETY LIMITATIONS

10.1 For safety reasons, our operatives are **not permitted** to:

- Lift or move very heavy furniture or appliances.
- Work at height beyond safe ladder limits.
- Stand on worktops, windowsills, baths or unstable surfaces.
- Remove or handle hazardous waste or sharps.
- Clean areas with visible or suspected biohazards (faeces, blood, bodily fluids) unless pre-agreed.
- Tackle severe mould or structural damp (this requires a specialist).

10.2 If any area of the Property is considered unsafe, the operative has the right to:

- Decline to clean that area; or
- Stop the Service entirely, if necessary.

10.3 In such cases, either partial cleaning may be carried out (for safe areas only), or the appointment may be terminated. A charge may still apply to cover time and costs up to that point.

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## 11. SERVICE LIMITATIONS – CLEANING RESULTS

11.1 Cleaning is not the same as renovation or repair. We cannot guarantee to:

- Remove stains that are permanent or long-standing.
- Remove heavy grease or limescale that has built up over years.
- Restore discoloured grout, sealant or surfaces.
- Eliminate odours fully (e.g. smoke, pet smells, damp or mould odours).

11.2 Some materials may be permanently damaged due to:

- Age
- Lack of maintenance
- Water damage
- Heat damage
- Chemical misuse

In such cases, cleaning can improve appearance but may not restore the original look.

11.3 Where we believe further cleaning would risk damaging a surface (e.g. aggressive chemicals, excessive scrubbing), we may choose to stop to protect the surface.

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## 12. CANCELLATIONS, RESCHEDULING & LATE ACCESS

12.1 If you wish to cancel or reschedule, you must notify us as early as possible.

### 12.2 Cancellation charges:

- More than **48 hours** before the Appointment: **No charge**, deposit (if any) may be refundable or transferable at our discretion.
- Less than **48 hours** before the Appointment: charge of **50% of the quoted price** (or loss of deposit).
- Less than **24 hours** before the Appointment, including same-day cancellation: charge of **50% of the quoted price**.

### 12.3 No-access and incorrect booking:

If our team arrives and:

- Cannot gain access within 30 minutes; or
- The booking details are wrong (e.g. wrong date, wrong address, property not vacated when required).

we may treat this as a late cancellation and charge up to 50% of the quoted amount.

### 12.4 Company cancellations:

We reserve the right to cancel or reschedule an Appointment if:

- Staff are ill or unavailable.
- There is a vehicle breakdown or transport issue.
- Conditions at the Property are unsafe.
- There are other circumstances beyond our reasonable control.

In such cases, we will notify you as soon as possible and offer an alternative date. We do not accept liability for any indirect loss resulting from rescheduling.

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## 13. PAYMENT TERMS

13.1 Unless agreed otherwise in writing:

- Payment is due **immediately upon completion** of the Service for domestic and one-off clients.
- Commercial or agency clients may be offered invoice terms (e.g. 7 or 14 days).

13.2 Accepted payment methods will be specified on the invoice or in our communication (e.g. bank transfer, card payment, etc.).

13.3 If payment is not received by the due date:

- We may suspend further services.
- We may charge **interest at 10% per month (pro rata)** on overdue amounts.
- We may pass the debt to a collection agency or take legal action, and you may be liable for associated costs.

13.4 Late payment fee

If an invoice remains unpaid after the due date, a **late payment interest charge of 10% per month (pro rata)** will be applied to the **total outstanding invoice amount including VAT**. This charge is calculated on the full invoice value because VAT forms part of the debt owed. Late payment fees are themselves subject to VAT at the applicable rate.

A reminder email will be sent before these charges take effect; however, it is strictly the Client's responsibility to monitor their email inbox, junk, and spam folders. Failure to read or receive our reminder does **not** exempt the Client from late payment charges or liability.

If an invoice remains unpaid for **three (3) months**, including any accumulated late fees and VAT, Di Shine Cleaning Ltd will initiate **formal debt recovery**, which may include referral to a debt collection agency and/or **court proceedings** (small claims). All associated recovery costs — including administrative charges, collection fees, interest, court fees and legal expenses — will be added to the outstanding balance.

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## 14. COMPLAINTS & SERVICE GUARANTEE

14.1 If you are unhappy with any aspect of the Service, you must:



- Notify us **in writing**, via email or message.
- Provide a clear description.
- Include photographs where possible.
- Do so within the relevant timeframe:
  - Generally, within **24 hours** of completion for one-off or deep cleans.
  - Within **48 hours** for end of tenancy cleans (unless otherwise stated in the specific add-on).

14.2 We will investigate your complaint and, where appropriate:

- Arrange a **re-clean** of the affected area; or
- Offer another reasonable solution.

14.3 Our re-clean guarantee is:

- Limited to the areas originally included in the booking.
- Subject to the Property remaining unused after our visit (especially for End of Tenancy and Deep Clean).
- Available only **once per booking**.

14.4 We do **not** provide cash refunds for completed services. Our remedy is normally to re-clean or rectify where reasonable.

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## 15. LIABILITY & INSURANCE

15.1 We hold Public Liability Insurance up to the value stated in our business documents.

15.2 We are **not liable** for:

- Existing damage, defects, or loose items.
- Discolouration or wear and tear revealed during cleaning.
- Items not securely fixed or inherently unstable.
- Damage resulting from faulty equipment or fixtures at the Property.

15.3 Any alleged damage must be:

- Reported to us within **24 hours** of the Service.
- Supported with photographs.
- Followed by giving us reasonable opportunity to inspect and, if appropriate, repair, replace or make an insurance claim.

15.4 We are not responsible for:

- Cash, jewellery, sentimental or irreplaceable items.
  - Art, antiques or high-value collectables unless expressly agreed in writing.
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## **16. DATA PROTECTION & PRIVACY (GDPR)**

16.1 We collect and process personal data (such as your name, contact details, address and billing information) to:

- Provide our services.
- Communicate with you.
- Issue invoices and receipts.
- Maintain appropriate records.

16.2 We will not sell or share your data with unrelated third parties for marketing.

16.3 We may share necessary data with:

- Our accountants.
- Software providers (e.g. invoicing, scheduling tools).
- Debt recovery services, where required.

16.4 Keys, access codes and alarm instructions are treated confidentially and used solely for performing the Service.

16.5 You have the right to:

- Request access to the personal data we hold about you.
  - Request correction of inaccurate information.
  - Request deletion where legally appropriate.
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## **17. SUBCONTRACTORS**

17.1 We may use vetted subcontractors or self-employed cleaners to deliver services.

17.2 All subcontractors are required to:

- Follow our policies and procedures.
- Work under our standards.
- Be covered under our insurance or their own appropriate insurance where required.



17.3 For the purposes of these Terms, actions of subcontractors are treated as actions of the Company.

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## **18. ONGOING SERVICES & TERMINATION (FOR REGULAR CLIENTS)**

18.1 Where we provide regular weekly, fortnightly or monthly cleaning, either party may terminate the ongoing arrangement by giving reasonable notice (for example, **2 weeks**), unless otherwise agreed in writing.

18.2 We may terminate or suspend ongoing services if:

- Payments are persistently late.
  - There is abuse, harassment or unreasonable behaviour towards staff.
  - The Property conditions repeatedly fall outside agreed scope.
  - Health & Safety concerns remain unresolved.
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## **19. FORCE MAJEURE**

19.1 We are not liable for any failure or delay in performing our obligations where such failure results from events beyond our reasonable control, including but not limited to:

- Extreme weather.
  - Flood, fire or other natural disasters.
  - Transport interruptions.
  - Strikes or labour disputes.
  - Government restrictions.
  - Major technical outages.
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## **20. GENERAL PROVISIONS**

20.1 We may update or amend these Terms from time to time. The version in force at the time of your booking will apply to that booking.

20.2 No employee or operative is authorised to alter these Terms verbally.

20.3 If any part of these Terms is found invalid or unenforceable, the remainder shall continue in full force and effect.



20.4 These Terms are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

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