



DI SHINE CLEANING LTD – CANCELLATION POLICY

Last Updated: November 2025

At **Di Shine Cleaning Ltd**, we understand that plans can change. To ensure fair scheduling, protect our team, and maintain high service standards, the following cancellation terms apply to all bookings.

1. Cancellation Timeframes & Charges

✓ **More than 48 hours before the appointment**

No cancellation fee.

Deposit (if paid) may be refunded or transferred to a new date.

✓ **Less than 48 hours before the appointment**

A fee of **50% of the service price** applies.
(or deposit is forfeited)

✓ **Less than 24 hours before the appointment (same-day cancellation)**

A fee of **50% of the service price** applies.
This covers staff wages and booked time.

✓ **No access / Wrong address / Key issues**

If our cleaners arrive and cannot gain access within **30 minutes**, or we are given the wrong address/access code, the appointment is considered cancelled.

A **50% fee** applies.



2. Rescheduling Policy

✓ More than 48 hours notice

Free — we will happily reschedule.

✓ Less than 48 hours

May incur a **50% rescheduling charge** (same as cancellation).

This is because the reserved time slot cannot be filled at short notice.

3. Cancellation by Di Shine Cleaning Ltd

We may occasionally need to reschedule due to:

- Staff illness
- Emergency situations
- Severe weather
- Traffic delays
- Unsafe property conditions
- Broken utilities (no water/electricity)
- Vehicle issues

In these cases:

- You will be notified as soon as possible
 - A new appointment will be arranged
 - No compensation is paid for delays
 - No charges apply
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4. Deep Cleaning, End of Tenancy & Large Jobs

These bookings require a team and long time slots, so stricter conditions apply.

- A **50% deposit** may be required
 - Deposits are **non-refundable** within 48 hours of the appointment
 - Rescheduling within 48 hours may reduce the scope of work or incur a fee
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5. Regular Cleaning Clients (Weekly / Fortnightly)

A regular service can be paused or cancelled with:

- **7 days' notice** for changes
 - Missed appointments without notice will be charged at 50%
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6. Same-Day Changes

If you request to:

- Change the time
- Reduce the cleaning hours
- Cancel after the cleaners are already on the way

→ A **50% charge** applies.

7. Emergency Situations / Exceptional Circumstances

We aim to be fair and understanding.

If an emergency occurs (hospital, accident, sudden personal issue), please tell us as soon as possible.

We will review on a case-by-case basis.

8. How to Cancel or Reschedule

You can notify us via:

 **07596 595 717**

 **info@dishine.co.uk**

 WhatsApp accepted

Please include:

- Full name
- Address
- Date/time of booking



- Reason for cancellation

9. Contact Details

Di Shine Cleaning Ltd
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London, SW15 5BW
VAT: GB484011510
Company No: 10987050