

Terms and Conditions of Service

Last updated 31st January, 2024

These Terms and Conditions ("Terms") govern the use of our professional cleaning services (the "Services") provided by Spot-on™ Cleaning Services. By using or booking our Services, you ("Client") agree to be bound by these Terms. It is important that you carefully read and understand these Terms before using our Services.

1. Bookings1.1. All bookings for our Services can be made through our platform, over the phone, or any other booking platform available. The Client is responsible for providing accurate and complete information at the time of booking.

1.2. Spot-on™ Cleaning Services reserves the right to decline or cancel any booking at our sole discretion.

2. Cancellations2.1. You the client may cancel a booking by providing advance notice in accordance with the cancellation policy outlined on our website or communicated at the time of booking.

2.2. Spot-on™ Cleaning Services reserves the right to charge a cancellation fee if a booking is cancelled outside the permissible cancellation period or in contravention of the cancellation policy.

3. Retention Fees3.1. Where a booking is made, the you the client shall be liable for the agreed retention fee outlined in the booking confirmation.

3.2. Spot-on™ Cleaning Services reserves the right to charge the retention fee in the event of a cancellation or no-show in accordance with the terms outlined in the booking confirmation.

4. Rescheduling4.1. You the client may request to reschedule a booking subject to availability and in accordance with Spot-on™ Cleaning Services' rescheduling policy as outlined on our website or communicated at the time of booking.

4.2. Spot-on™ Cleaning Services reserves the right to charge a rescheduling fee if the Client requests to reschedule a booking outside the permissible rescheduling period or in contravention of the rescheduling policy.

5. Scope of Services

5.1. The Services provided by Spot-on™ Cleaning Services shall be outlined in the booking confirmation and any additional agreed-upon services.

5.2. Spot-on™ Cleaning Services shall make every effort to ensure that the Services are performed in a professional and timely manner and in accordance with industry standards.

6. Client Obligations

6.1. The Client is responsible for ensuring access to the premises for the delivery of the Services at the scheduled time.

6.2. The Client agrees to provide accurate information regarding the scope of work required and any special instructions for the provision of the Services.

7. Liability7.1. Spot-on™ Cleaning Services shall not be liable for any loss, damage, or injury arising from the provision of the Services except in cases of wilful misconduct or gross negligence.

7.2. The Client agrees to indemnify and hold Spot-on™ Cleaning Services harmless against any claims, damages, losses, or expenses arising from the Client's breach of these Terms.

8. Governing Law

8.1. These Terms shall be governed by and construed in accordance with the laws of the jurisdiction in which Spot-on™ Cleaning Services operates.

9. Amendments and Updates

9.1. Spot-on™ Cleaning Services reserves the right to amend or update these Terms at any time. The Client's continued use of our Services following any such amendment or update constitutes acceptance of the revised Terms.

10. Conclusion

10.1. By making a booking for our Services, the Client acknowledges and agrees to be bound by these Terms and Conditions.

These Terms and Conditions of Service represent the entire agreement between the Client and Spot-on™ Cleaning Services and supersede all prior discussions, negotiations, understandings, or agreements relating to the subject matter herein.

For any questions or concerns regarding these Terms and Conditions, please contact us at our provided contact details.

These Terms and Conditions are effective as of the date of the last update and are subject to change without notice.