Privacy Policy

1. Information We Collect

We collect personal information such as your name, email, phone number, and address when you book a service or contact us through our website.

2. How We Use Your Information

- To confirm and manage your bookings

- To communicate with you about services or offers

- To improve our services and website

- To comply with legal obligations

3. Data Protection

We store your data securely and do not share it with third parties unless required by law or necessary to fulfill your service (e.g., providing address to cleaners).

4. Cookies

Our website may use cookies to enhance your browsing experience. You can disable cookies in your browser settings.

5. Your Rights

You can request to view, correct, or delete your data at any time by contacting us at [your email address].

Terms & Conditions

1. Booking & Payment

- Bookings must be confirmed at least 24 hours in advance.

- Payment is due upon service completion unless agreed otherwise.

- Fixed-price services are based on standard property size and condition. Extra charges may apply for heavily soiled areas or additional work not initially discussed.

2. Cancellation Policy

- You may cancel or reschedule up to 24 hours before the appointment with no fee.

- Cancellations within 24 hours may incur a charge.

3. Access to Property

- It is your responsibility to provide safe and timely access to the property.

- If access is not granted at the scheduled time, a call-out fee may apply.

4. Damage & Liability

- We take care when cleaning your property. If damage occurs, please report it within 24 hours.

- We are fully insured and will assess claims fairly.

5. Health & Safety

- For the safety of our cleaners, we reserve the right to refuse service if the environment is deemed hazardous.

- We do not handle biohazards or hazardous waste.

6. Changes to Terms

We may update these terms from time to time. Continued use of our services implies acceptance of the current terms.