

Regular Cleaning Working Practices

Booking Arrangements:

- We will discuss your requirements with you, and send you a written quotation
- Once you are happy with the price and frequency, please contact us to arrange your visit
- All Bank Holidays are standard working days, except those associated with Christmas and New Year

Payment Information:

- We accept payment on the day of your visit, by cash / cheque (please make cheques payable to 'GP Cleaning Services' and write your door number and road name on the reverse)
- Alternatively, we can send you an invoice at the end of each month, which is payable within 28 days by cheque / bank transfer – payment details will be at the bottom of the invoice

Access & Parking:

- We expect to be able to access your property during the scheduled time. If you won't be on-site, we are happy to hold keys for your property
- If access is not available and our cleaner cannot enter the property, you will still be charged for the full amount of time
- Our cleaners require to park close to your property, ideally on a driveway or at the kerbside
- If you live in an area where parking permits are required, please provide the cleaner with one on arrival. Regretfully, if no permit is provided we will not undertake your cleaning, but full charge will still apply

Cleaning Products:

- We carry all standard cleaning products, if you would like a certain type / brand to be used, please provide it and your cleaner will be happy to use it

Working at height:

- Our cleaners are equipped with small step-ladders which will be used at their discretion
- If they feel the task is too big / too risky / not included in the cleaning agreement, they will inform you, and you may need to obtain a separate quote for the work

Cancellations:

- If in exceptional circumstances you are unable to keep to the agreed arrangements, we require a minimum of *48 working hours* notice or full charge will still apply (**please note:** if your gardener visits you on a Monday, we cannot accept cancellations over the weekend by email / answerphone)

Other Information

- Scheduled times are approximate, please allow a degree of flexibility to account for traffic / other delays
- All our staff are uniformed, fully trained, have background DBS checks, and formal appraisals regarding their work
- The company and all its employees are covered by public liability insurance
- We have a full-time Office Manager who is able to take care of any questions / queries you may have