**POLLY POLISHERS**

School Road, Heacham. PE31 7DE

[www.pollypolisherscleaningservices.co.uk](http://www.pollypolisherscleaningservices.co.uk)

Email: [pollypolishers@yahoo.com](mailto:pollypolishers@yahoo.com) Telephone: Emma 07717804596

Terms And Conditions

Please read through the terms & conditions, sign and send back.

1. Changeovers include cleaning upon the departure of guests, ready for the next guests arrival (this is usually done the same day the guests leave the property but can be put back to the day after if it is not a back to back ) This involves the usual day to day cleaning of bathrooms, bedrooms, living spaces and kitchens including appliances. It does not include full oven cleans or cleaning of internal windows ( spot cleaning of windows / glazed doors accessible without a ladder will be carried out )
2. Changeovers do not include cleaning exterior doors or windows, balconies, terraces, patios, gardens, garages, sheds, summerhouses, outside furniture or BBQ’s.
3. If there is a gap in bookings we recommend a refresh clean prior to new arrivals, as there may be an accumulation of dust, cobwebs, dead flies, spiders etc. A refresh clean will not be automatically carried out by us, owners must instruct us to carry one out.
4. We recommend all properties have a deep clean once a year. Deep cleans will be charged at a set price, and include the cleaning of internal doors, door frames, skirting boards, internal windows & frames. The inside of all wardrobes, drawers & cupboards. Radiators, bathroom extractor fans, shower hoses, descaling shower heads, full oven cleans, defrosting of freezers, removing & checking all kitchenware & cleaning inside the cupboards before putting back. Descale kettle and the cleaning of dishwashers & washing machines. (Please note we can only carry out deep cleans in December, January & February)
5. Invoices are emailed on the day of the changeover, payment in full must be made within three days.
6. We do not work on 24th, 25th, 26th, 31st December or 1st January.
7. Sunday changeovers will be charged at double the usual changeover rate, laundry prices will remain the same.
8. A charge of £25 will be made if we arrive at a property and can not gain entry through no fault of our own, or if the property has not been used since our last clean. ( this charge is to cover staff wages & petrol money )
9. A charge of £20 is made for any additional call out to a property for any other reason, plus £10 per hour for every hour then spent there.
10. We do not check light bulbs on every changeover, we recommend you leave spares in the property for the guests to change if needed.
11. Stocks for properties can be ordered by the owner and delivered to my home address which I will take onto the property. If an owner wishes me to purchase items on their behalf there will be a shopping charge of £12 added to the cost of the items. With the exception of the purchasing of milk / bread for hampers whereby the shopping charge will be £1 plus cost of goods.
12. We will not make any additional charges for changeovers on bank holidays.

Property: .................................................................................................................

Owners signature: .................................................................................................

Polly polishers: E. Turner Moore .......................................................................

Date: ......................................