



These Terms and Conditions govern the provision of cleaning services by AGU Clean Services (Agnieszka Kalina vel Kalinowska) to all clients. By booking a service, you agree to these terms.

1. SERVICES

- AGU Clean Services provides domestic and commercial cleaning services as agreed.
- Services are carried out by Agnieszka Kalina vel Kalinowska or authorised staff.
- The scope of each service is agreed prior to commencement.

2. PAYMENT TERMS

- For private clients: payment is due immediately upon completion of the service.
- For commercial clients: payment is due within 5 calendar days of the invoice date.
- Accepted methods: Cash, Bank Transfer, PayPal, Revolut.
- Late payments may incur additional administration charges.

3. DEPOSITS

- For bookings above GBP 150 (deep clean, end of tenancy, etc.), a deposit of 25%-50% is required.
- Deposits are non-refundable in the event of cancellation with less than 24 hours notice.
- Deposits are deducted from the final invoice total.

4. CANCELLATION POLICY

- Cancellations must be made at least 24 hours before the scheduled appointment.
- Late cancellations may result in a cancellation fee or loss of deposit.
- AGU Clean Services reserves the right to reschedule in case of emergency.

5. ACCESS TO PROPERTY

- The client must ensure safe and timely access to the property at the agreed time.
- If access is not possible, a call-out fee may apply.
- Key holding arrangements are subject to a separate Key Holding Agreement.

6. LIABILITY

- AGU Clean Services holds public liability insurance.
- We are not responsible for pre-existing damage or normal wear and tear.
- Clients must inform us of fragile, valuable or sensitive items before cleaning begins.
- Our liability is limited to the value of the service provided.



7. HEALTH & SAFETY

- Clients must inform AGU Clean Services of any hazardous materials on the premises.
- We reserve the right to refuse to clean areas that pose a health or safety risk.
- All cleaning products used are professional-grade and safe for domestic use.

8. CONFIDENTIALITY

- AGU Clean Services treats all client information as strictly confidential.
- Client data is never shared with third parties without consent.
- Before and after photographs are only used for marketing with client permission.

9. CONTRACT RENEWAL

- Regular service agreements renew automatically every 12 months.
- Either party may terminate with 30 days written notice.
- AGU Clean Services reserves the right to adjust pricing with 30 days notice.

10. GOVERNING LAW

- These terms are governed by the laws of England and Wales.
- Any disputes will be resolved through mutual agreement where possible.

ACCEPTANCE

By booking a service with AGU Clean Services, you confirm that you have read and agree to these Terms and Conditions.

Client Signature:

Name: _____

Date: _____

AGU Clean Services:

Name: _____

Date: _____