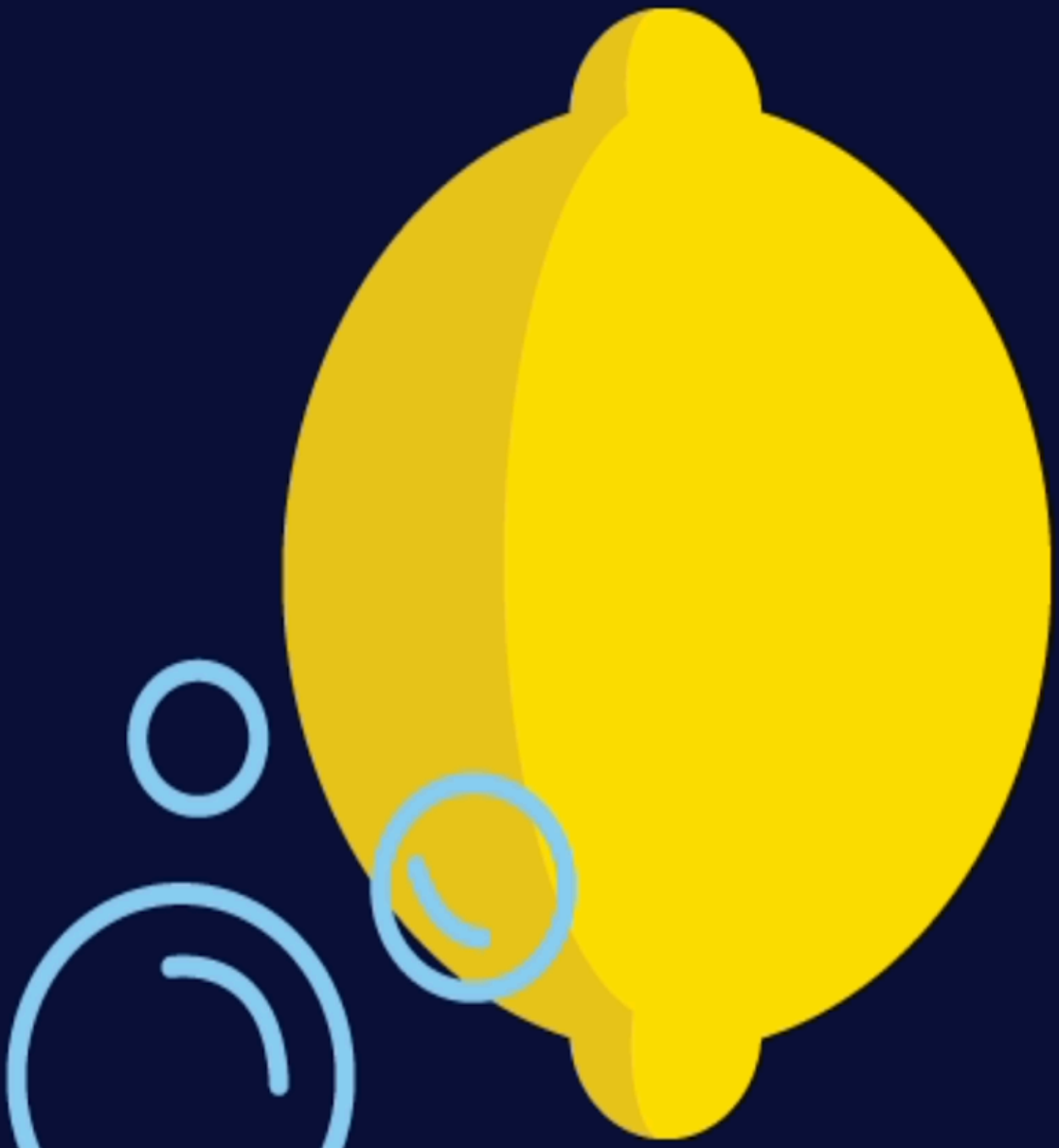

# LEMON CLEANING

## Terms and Conditions

**Effective Date:** 01/01/2026

These Terms & Conditions govern the provision of commercial cleaning services by Lemon Cleaning ("we", "us", "our") to the Client ("you", "your"). By accepting a quotation, signing a service agreement or instructing us to commence work, you agree to be bound by these Terms & Conditions.

---

# Contents


| | |
|---|---|
| Definitions | 4 |
| Quotations | 4 |
| Commencement of Service | 4 |
| Cleaning Specification | 5 |
| Access to the Property | 5 |
| Keys. Alarm Codes and Security | 5-6 |
| Health and Safety | 6-7 |
| Children and Pets | 7 |
| Cleaning Products and Equipment | 7 |
| Staff | 8 |
| Working Hours | 8 |
| Service Standards | 8 |
| Complaints Procedure | 9 |
| Insurance | 9 |
| Damage | 9-10 |
| Exclusions | 10 |
| Confidentiality | 10 |
| Data Protection | 10-11 |
| Prices | 11 |

| | |
|---|---|
| Invoicing and Payment | 11-12 |
| Late Payment | 12 |
| Cancellations | 12 |
| Termination | 13 |
| Force Majeure | 13 |
| Limitation of Liability | 13-14 |
| Variations | 14 |
| Entire Agreement | 14 |
| Governing Law | 14 |
| Domestic Cleaning Service | 14-16 |
| Commercial Cleaning Service | 16-17 |
| Oven Cleaning | 17-20 |
| Carpet, Upholstery & Floorcare | 20-25 |
| Contact Details | 26 |
| Client Acknowledgment | 26 |

# 1. Definitions

**Agreement** means the contract between Lemon Cleaning and the Client, including these Terms & Conditions, any quotation, service specification and agreed schedule.

**Client** means the individual, company, organisation or authorised representative instructing Lemon Cleaning.

**Services** means the cleaning services detailed within the quotation or agreed specification.

**Premises** means the property where the services are to be carried out.

---

# 2. Quotations

All quotations are provided free of charge.

3.2 Quotations remain valid for 30 days unless otherwise stated.

3.2 Quotations are based upon information supplied by the Customer.

3.4 Should the size of the premises, condition, occupancy, access arrangements or service requirements differ from those originally advised, Lemon Cleaning reserves the right to revise the quotation.

3.5 Additional work requested outside the agreed specification will be charged separately unless agreed in writing.

---

# 3. Commencement of Services

Services will commence on the agreed start date.

Where an initial deep clean is required before regular maintenance cleaning can begin, this will be quoted separately unless included within the original quotation.

# 4. Cleaning Specification

The agreed specification forms part of the contract.

It details:

- Areas to be cleaned
- Cleaning frequencies
- Tasks included
- Tasks excluded
- Consumables supplied (where applicable)
- Any specialist requirements

Only work detailed within the specification is included within the agreed contract price.

---

# 5. Access to the Property

The Customer is responsible for ensuring our cleaning team can gain access to the Property at the agreed appointment time.

Access may be provided by:

- The Customer being present.
- A key.
- A secure key safe.
- A nominated third party.
- Other agreed arrangements.

If we are unable to gain access, or if access is significantly delayed, the full cost of the appointment may still be charged.

---

# 6. Keys, Alarm Codes and Security

Where keys, access cards, alarm codes or entry fobs are provided:

- They will be securely stored.
- They will only be used for authorised visits.
- Alarm codes will remain confidential.
- Lost keys will be reported immediately.

Where key replacement is required due to negligence by Lemon Cleaning, our liability shall be limited to the reasonable cost of replacing the keys only.

---

# 7. Health & Safety

Lemon Cleaning is committed to maintaining safe working practices.

We will:

- Comply with the Health and Safety at Work etc. Act 1974.
- Carry out risk assessments where appropriate.
- Ensure staff receive suitable training.
- Operate in accordance with COSHH Regulations.
- Use appropriate PPE where required.

The Client must inform us of:

- Hazardous substances
- Asbestos
- Biohazards
- Unsafe flooring
- Structural defects
- Restricted areas
- Any known risks

Lemon Cleaning reserves the right to refuse or discontinue work where:

- There is a significant health and safety risk.
- Dangerous animals are present.
- Illegal substances or activities are evident.
- Excessive clutter prevents safe cleaning.
- Bodily fluids, needles or hazardous waste are present and have not been disclosed.
- Verbal abuse, threatening behaviour or harassment occurs.

Please be aware that Lemon Cleaning will not tolerate sexual harassment in any form towards our staff. If you are deemed to have breached our Sexual Harassment Policy, you will be

informed that your use of our services will cease until an investigation is carried out. Any criminal acts will be reported to the police.

Where work is stopped due to safety concerns, the full appointment charge may still apply.

---

# 8. Children and Pets

We are happy to work in homes with pets.

Customers should inform us in advance if pets are present. Where pets are likely to become distressed or aggressive, we request they are safely secured during the visit.

Depending on the service being provided, please make adjustments to keep children and pets away from the equipment and products being used.

For the carpet cleaning service, customers assume full responsibility for keeping children, pets, and vulnerable individuals entirely out of the treated rooms during the appointment and until the carpets are fully dry.

---

# 9. Cleaning Products and Equipment

Unless otherwise agreed:

- Lemon Cleaning will supply all cleaning products.
- Lemon Cleaning will provide all equipment required.
- Products will be selected according to the cleaning requirements.

If the Client requests the use of their own cleaning products or equipment:

- Lemon Cleaning accepts no responsibility for their suitability.
- Any delays or reduced cleaning performance resulting from unsuitable products or equipment shall not affect the agreed contract price.

---

# 10. Staff

Our staff are:

- Professionally trained.
- Uniformed where appropriate.
- Insured whilst carrying out duties.
- Expected to behave professionally at all times.

The Client agrees not to directly employ or engage any member of Lemon Cleaning staff during the contract or for six months following termination without our written consent.

Where this occurs, Lemon Cleaning reserves the right to charge a recruitment fee equivalent to three months' contract value.

---

# 11. Working Hours

Cleaning will normally take place during the agreed hours.

Should access restrictions, emergencies or operational requirements require a change, Lemon Cleaning will work with the Client to agree an alternative schedule.

---

# 12. Service Standards

Lemon Cleaning aims to provide consistently high-quality cleaning services.

Regular quality inspections may be carried out.

Where standards fall below expectations, we will investigate and, where appropriate, rectify the issue within a reasonable timeframe.

---

# 13. Complaints Procedure

Any concerns regarding the Services should be reported within 24 hours wherever reasonably possible.

Complaints should include:

- Date of service
- Area affected
- Description of concern
- Supporting photographs where appropriate

Lemon Cleaning will investigate all complaints promptly and endeavour to resolve them fairly.

---

# 14. Insurance

Lemon Cleaning maintains appropriate insurance including:

- Public Liability Insurance
- Employers' Liability Insurance

Evidence of insurance is available upon request.

---

# 15. Damage

Whilst every care is taken, accidents can occasionally occur.

The Client must notify Lemon Cleaning of any alleged damage within 24 hours.

We are not liable for:

- Existing damage
- Wear and tear
- Poor maintenance
- Defective fixtures
- Age-related deterioration
- Damage caused by faulty installations
- Items not capable of withstanding normal cleaning procedures

Where Lemon Cleaning accepts responsibility, our liability shall be limited to the repair, replacement or reimbursement of the affected item at our discretion.

---

# 16. Exclusions

Unless specifically included within the cleaning specification, the following are excluded:

- High-level cleaning requiring specialist access equipment
- Specialist biohazard cleaning
- Pest control
- Graffiti removal
- External window cleaning
- Pressure washing
- Specialist floor restoration
- Hazardous waste disposal
- Walls, ceilings and painted surfaces

---

# 17. Confidentiality

Lemon Cleaning recognises that staff may have access to confidential business information.

All information observed during cleaning visits will be treated as confidential.

We will not disclose confidential information unless:

- required by law;
- authorised by the Client; or
- necessary for insurance or legal purposes.

---

# 18. Data Protection

Lemon Cleaning processes personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information provided by Clients will only be used for:

- Providing cleaning services
- Customer communication
- Invoicing
- Legal and regulatory obligations

By making a booking, you agree that we may collect and securely store your personal information (such as your name, contact details, and booking history) within our ZenMaid scheduling system. We retain this data solely to process your booking, manage our services, and communicate with you regarding your scheduled appointments.

We may also use your contact details to send appointment confirmations, reminders, service updates and feedback requests. Where permitted by applicable law, we may also contact you by email, SMS or telephone with occasional reminders that it may be time to book another cleaning service, or to let you know about similar services offered by Lemon Cleaning.

You may opt out of receiving marketing communications at any time by contacting us.

We will not sell or share personal data with third parties except where required to fulfil our contractual obligations or by law.

---

# 19. Prices

Contract prices are based upon the agreed service specification.

We reserve the right to review prices:

- annually;
- where the scope of work changes;
- following increases in National Living Wage, taxation or operating costs; or
- where additional cleaning requirements arise.

Clients will normally receive at least 30 days' written notice of any price increase.

---

# 20. Invoicing and Payment

Unless otherwise agreed, payment is due immediately upon completion of the service.

Accepted payment methods may include:

- Bank transfer
- Debit or credit card
- Cash
- Other agreed payment methods

Commercial and domestic customers may be invoiced according to agreed payment terms.

Invoices will normally be issued:

- 2-weekly or 4-weekly in arrears; or
- As otherwise agreed in writing.

---

# 21. Late Payment

Where payment is overdue, Lemon Cleaning reserves the right to:

- Charge statutory interest in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.
- Charge reasonable debt recovery costs where permitted by law.
- Suspend services until outstanding invoices are paid.

---

# 22. Cancellations

For one-off commercial cleaning appointments:

- More than 48 hours' notice – no charge.
- Less than 48 hours' notice – up to 50% of the booking value.
- Less than 24 hours' notice – up to 100% of the booking value.

For regular cleaning services:

Customers wishing to cancel ongoing services should provide at least **30 days' notice**.

Lemon Cleaning reserves the right to charge for appointments cancelled after staff have travelled to the Property.

---

# 23. Termination

Either party may terminate an ongoing domestic cleaning arrangement by giving **30 days' written notice**.

Lemon Cleaning may terminate services immediately where:

- Staff safety is compromised.
- Repeated late payment occurs.
- Abusive or threatening behaviour is experienced.
- Access is repeatedly unavailable.
- Illegal activity is suspected.

---

# 24. Force Majeure

Lemon Cleaning shall not be liable for any delay or failure to provide Services where caused by circumstances beyond our reasonable control, including but not limited to:

- Severe weather.
- Flooding.
- Fire.
- Illness.
- Vehicle breakdown.
- Government restrictions.
- Industrial action.
- Power outages.

Where possible, appointments will be rearranged at the earliest mutually convenient opportunity.

---

# 25. Limitation of Liability

Nothing within these Terms excludes liability for:

- Death or personal injury caused by negligence.
- Fraud or fraudulent misrepresentation.
- Any liability that cannot legally be excluded.

Subject to the above, Lemon Cleaning's total liability shall not exceed the total value of the cleaning services provided to the Customer during the previous three months.

---

# 26. Variations

No amendment to these Terms & Conditions shall be valid unless confirmed in writing by Lemon Cleaning.

---

# 27. Entire Agreement

These Terms & Conditions, together with the quotation and cleaning specification, constitute the entire agreement between Lemon Cleaning and the Client.

---

# 28. Governing Law

These Terms & Conditions shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

---

# 29. Domestic Cleaning Services

Lemon Cleaning provides professional domestic cleaning services including, but not limited to:

- Regular weekly, fortnightly or monthly cleaning
- One-off cleaning
- Deep cleaning
- End of tenancy cleaning
- Move-in and move-out cleaning
- Holiday let cleaning
- Interior window cleaning (where agreed)

The specific services to be provided will be confirmed at the time of booking.

# 30a. Booking and Appointments

Appointments are confirmed once accepted by Lemon Cleaning.

Regular cleaning appointments will normally take place on the agreed day and time. Whilst we will endeavour to maintain consistency, we reserve the right to alter appointment times where necessary due to staff availability, illness, traffic, weather conditions or unforeseen circumstances.

We will provide as much notice as reasonably possible if an appointment needs to be rearranged.

---

# 30b. Customer Responsibilities

The Customer agrees to:

- Provide safe access to the property.
- Ensure electricity and running water are available.
- Inform us of any hazards before cleaning commences.
- Advise us of fragile, valuable or delicate items.
- Secure cash, jewellery, important documents and valuables before our arrival.
- Ensure children are supervised whilst cleaning is taking place.
- Secure pets where necessary.

Lemon Cleaning accepts no responsibility for pets escaping through open doors during normal cleaning activities where pets have not been adequately secured.

---

# 30c. Valuables

Customers should remove or safely store:

- Cash
- Jewellery
- Watches
- Collectables

- Important documents
- Sentimental items
- Small valuables

Lemon Cleaning cannot accept liability for items not securely stored unless negligence is proven.

---

# 30d. Changes to Regular Cleaning

Customers may request changes to:

- Frequency.
- Cleaning tasks.
- Appointment times.

Whilst we will always try to accommodate requests, changes are subject to staff availability.

Additional work may result in revised pricing.

---

# 31. Commercial Cleaning Services

Lemon Cleaning provides professional commercial cleaning services including, but not limited to:

- Office cleaning
- Retail cleaning
- Medical and healthcare premises
- Schools and educational facilities
- Communal areas
- Builders cleans
- Deep cleans
- Washroom services
- Kitchen cleaning
- Window cleaning (internal where agreed)
- Consumable replenishment (if specified)

Services will be carried out in accordance with the agreed cleaning specification and frequency.

---

# 31a. Customer Responsibilities

The Customer agrees to:

- Provide safe access to the property.
- Ensure electricity and running water are available.
- Inform us of any hazards before cleaning commences.
- Advise us of fragile, valuable or delicate items.
- Secure cash, jewellery, important documents and valuables before our arrival.
- Ensure children are supervised whilst cleaning is taking place.
- Secure pets where necessary.

Lemon Cleaning accepts no responsibility for pets escaping through open doors during normal cleaning activities where pets have not been adequately secured.

---

# 32. Oven Cleaning

Lemon Cleaning provides professional oven cleaning services, including but not limited to:

- Single ovens
- Double ovens
- Built-in ovens
- Range cookers
- Aga and Rayburn cleaning (where agreed)
- Hobs (gas, electric and induction)
- Extractor hoods and filters
- Microwaves and combination ovens
- BBQ cleaning

Services include the removal of grease, burnt-on food deposits, carbon build-up and cooking residues using specialist cleaning products and equipment.

The exact scope of work will be confirmed at the time of booking.

---

# 32a. Quotations

3.1 Quotations are provided free of charge.

3.2 Quotations are based on the information supplied by the customer regarding the type, size and condition of the Appliance.

3.3 If the Appliance differs from the description provided or requires significantly more time due to excessive soiling, Lemon Cleaning reserves the right to revise the quoted price before continuing with the work.

3.4 Any additional appliances requested on the day will be charged at our current rates.

---

# 32b. Customer Responsibilities

Before our arrival, the Customer agrees to:

- Ensure the Appliance is switched off and completely cool.
- Ensure electricity and/or gas supplies remain connected.
- Provide safe and unrestricted access to the appliance.
- Remove food, cookware, baking trays and personal items unless they are to be cleaned as part of the agreed service.
- Inform us of any known faults, damage or previous repairs.

Failure to prepare the appliance may result in delays or additional charges.

---

# 32c. Appliance Condition

Oven cleaning removes grease, carbon deposits and burnt-on residues. However, cleaning cannot restore an appliance to a brand-new condition.

The Customer acknowledges that the following may remain after cleaning:

- Permanent stains
- Heat discolouration
- Burn marks
- Rust
- Corrosion

- Pitting
- Surface scratches
- Etching
- Wear caused by age or previous use

These are considered normal wear and are not defects arising from our services.

---

# 32d. Existing Faults and Mechanical Issues

Grease and carbon deposits can sometimes conceal existing faults or worn components.

Following cleaning, faults may become apparent, including but not limited to:

- Heating element failure
- Thermostat faults
- Fan issues
- Electrical faults
- Door seal deterioration
- Interior light failure
- Faulty switches or controls

Lemon Cleaning accepts no responsibility for faults that existed prior to cleaning, whether known or unknown.

---

# 32e. Door Glass and Panels

Where appropriate, oven doors may be dismantled to clean between the glass panels.

Some oven doors are manufactured as sealed units and cannot be safely dismantled without risking damage or voiding the manufacturer's warranty.

Lemon Cleaning reserves the right not to dismantle any door where we believe doing so would present an unacceptable risk.

---

# 32f. Bulbs, Seals and Components

Oven bulbs, door seals, clips, screws, trims, knobs and other components may become brittle due to age and prolonged exposure to heat.

If such components fail during normal dismantling or reassembly because they are already worn or deteriorated, Lemon Cleaning cannot be held responsible for their replacement.

---

# 32g. Cleaning Products

Lemon Cleaning uses professional-grade cleaning products designed specifically for oven cleaning.

Products are selected to minimise damage while effectively removing grease and carbon build-up.

Customers should advise us in advance of any known allergies or sensitivities.

---

# 33. Carpet, Upholstery & Floorcare

Lemon Cleaning provides professional cleaning and maintenance services including, but not limited to:

- Carpet cleaning
- Rug cleaning
- Upholstery cleaning
- Sofa cleaning
- Armchair cleaning
- Dining chair cleaning
- Mattress cleaning
- Fabric headboard cleaning
- Stair carpet cleaning
- Spot and stain treatment
- Pet odour treatment
- Hard floor cleaning
- Vinyl floor cleaning
- Luxury Vinyl Tile (LVT) cleaning
- Tile and grout cleaning

- Stone floor cleaning (where agreed)
- Sealing and floor protection (where agreed)

The exact services to be provided will be confirmed at the time of booking.

---

# 33a. Quotations

3.1 All quotations are provided free of charge.

3.2 Quotations are based upon information supplied by the Customer.

3.3 Where the condition, size, fibre type or level of soiling differs from that originally described, Lemon Cleaning reserves the right to revise the quotation before commencing work.

3.4 Additional rooms, furniture or flooring requested on the day will be charged separately.

---

# 33b. Furniture Moving

Where reasonably practical, our technicians may move light furniture to clean underneath.

Furniture will be returned to its original position where safe to do so.

Lemon Cleaning will not move:

- Sofas
- Beds
- Grand pianos
- Large wardrobes
- Antique furniture
- Electrical equipment
- Fish tanks
- Items containing fragile contents

The customer remains responsible for removing valuable items before our arrival.

---

# 33c. Inspection Before Cleaning

Before work begins we will inspect the items to be cleaned.

This inspection may identify:

- Wear and tear
- Existing staining
- Bleach damage
- Colour loss
- Burns
- Permanent soiling
- Moth damage
- Pet damage
- Water damage
- Loose seams
- Delamination
- Previous repair work

Where significant risks are identified, we may recommend against cleaning or request written acceptance before proceeding.

---

# 33d. Stain Removal

Lemon Cleaning uses professional stain removal techniques and products. However, stain removal cannot be guaranteed.

Some stains may be permanent, including but not limited to:

- Bleach
- Hair dye
- Paint
- Ink
- Rust
- Permanent marker
- Furniture dye transfer
- Pet urine damage
- Cosmetics
- Oil-based stains
- Certain food colourings

Some stains may improve but remain partially visible after cleaning.

---

# 33e. Carpet Cleaning

Our carpet cleaning process removes dirt, allergens, grease and general soiling.

Cleaning cannot reverse:

- Fibre wear
- Crushing
- Fading
- Permanent staining
- Burn marks
- Colour loss
- Moth damage
- Delamination
- Manufacturing defects

Cleaning results depend upon the age, condition and fibre type of the carpet. Wick-back (stains) can reappear during and after the carpet has dried.

---

# 33f. Upholstery Cleaning

We clean upholstery according to the manufacturer's recommended cleaning methods wherever possible.

Customers must advise us if furniture:

- Is antique.
- Has loose covers.
- Contains feather cushions.
- Has been previously cleaned.
- Has known defects.

Cleaning delicate fabrics carries an increased level of risk.

Where appropriate, Lemon Cleaning may decline to clean items considered unsuitable.

# 33g. Hard Floor Cleaning

We clean a variety of hard flooring surfaces.

These may include:

- Ceramic tile
- Porcelain tile
- Natural stone
- Slate
- Vinyl
- LVT
- Sealed wood flooring
- Safety flooring

Cleaning removes surface contamination but cannot repair:

- Scratches
- Chips
- Cracks
- Etching
- Worn sealants
- Missing grout
- Water damage

Where sealing or polishing is requested, additional curing times may apply.

---

# 33h. Drying Times

Drying times vary depending upon:

- Fibre type
- Humidity
- Airflow
- Weather conditions
- Level of soiling
- Cleaning method

Typical drying times are:

- Carpets: 4–12 hours
- Upholstery: 4–10 hours
- Hard floors: 1–4 hours depending on treatment

These times are estimates only and cannot be guaranteed.

Customers should minimise foot traffic until surfaces are completely dry.

---

# 33i. Shrinkage and Colour Fastness

Whilst every care is taken, certain natural fibres and older textiles may be susceptible to:

- Shrinkage
- Colour bleeding
- Browning
- Texture change
- Water marking

Where these risks are identified during inspection, Lemon Cleaning will advise the customer before proceeding. We are not responsible for damage caused by pre-existing conditions or poor carpet installations, and any concerns or damage claims must be reported within 24 hours of service completion.

---

# 33j. Odour Treatments

Odour treatments are intended to reduce unpleasant smells.

Complete odour removal cannot be guaranteed where contamination has penetrated:

- Underlay
- Floorboards
- Concrete
- Wall cavities
- Upholstery padding

Repeated treatments may be required.

# 34. Contact Details

**Lemon Cleaning**

Email: info@lemoncleaningservices.co.uk

Telephone: 01249 489100

Website: www.lemoncleaningservices.co.uk

---

## Client Acknowledgement

By accepting our quotation, signing a service agreement or instructing Lemon Cleaning to commence work, the Client confirms that they have read, understood and accepted these Terms & Conditions.