

Citrus Clean Services Terms & Conditions

1. Bookings

- By booking with Citrus, you agree to these Terms & Conditions.
- Bookings are subject to availability.

2. Pricing

- Hourly Cleaning is charged at the advertised hourly rate (minimum 2 hours).
- Whole Home Cleaning is charged at the advertised fixed price based on your home size and cleaning frequency.
- Additional services can be selected during booking or added later, subject to availability.

3. Our Fixed Price Promise

- Fixed prices are based on homes of average size and condition that are maintained at the selected cleaning frequency.
- If your home requires significantly more time than expected, we'll contact you - where possible, before carrying out any additional work that may incur extra charges.

4. Payment

- Payment is due on the day of service unless otherwise agreed.
- We accept bank transfers and credit card payments.

5. Cancellations

- We kindly ask for at least 48 hours' notice if you need to cancel or reschedule.
- Cancellations made with less than 48 hours' notice will incur a fee equal to 50% of the booked service.

6. Property Access

- Please ensure our team can safely access your property at the scheduled time.
- If we cannot gain access, a call-out fee may apply.

7. Satisfaction Guarantee

- If we've missed something included in your booked service, please let us know within 24 hours.
- We'll happily return to correct it at no additional charge.

8. Safety

To protect our team:

- We don't climb higher than a three-step ladder.
- We don't move heavy furniture or appliances.
- We don't clean hazardous materials, bodily fluids or unsafe mould.
- We may refuse work if we believe it is unsafe.

9. Damage & Breakages

- While every care is taken, accidents can occasionally happen.
- If damage occurs, please notify us within 24 hours.
- Citrus is fully insured and will work with you to resolve genuine claims fairly.

10. Pets

- We love pets, but ask that aggressive animals are safely secured during your clean.

11. Photos

- Our team may take photos before and after a clean for quality control and training purposes.
- We will never share identifiable images of your home without your permission.

12. Privacy

- Your personal information is collected only to provide our services.
- We do not sell or share your information with third parties except where required to deliver your booking or by law.

13. Changes to These Terms

- Citrus may update these Terms & Conditions from time to time. The latest version will always be available on our website.