

LONDON HOLISTIC
CLEANING SERVICES

Client Service Agreement & Welcome Guide

Professional Domestic & Commercial Cleaning Services

Cleaner name	SARAH CLARKE
Engagement start date	TBC
Role / position	Cleaner
Company representative	SARAH CLARKE (FOUNDER)
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This document must be read carefully and signed before any assignments are done on the Clients' properties on behalf of the Company.

Important: This handbook supplements (but does not replace) any separate cleaner-client employment contracts, worker agreements or contractor-client agreements. Legal rights always prevail.

Important legal and practical notice

Purpose	This document sets the conduct, service, safety, confidentiality and security standards expected whenever a cleaner accepts or performs work arranged by London Holistic Cleaning Services (the “Company”).
Status	Nothing in this handbook by itself determines whether a cleaner is an employee, worker or self-employed contractor. Status depends on the written engagement terms and the reality of the working relationship. The cleaner’s separate engagement agreement governs pay, working hours, holiday, notice and other status-specific terms.
Fairness	Where a cleaner is an employee or worker, the Company will apply applicable statutory rights and fair procedures. References to disciplinary action include proportionate action appropriate to the cleaner’s legal status and separate agreement.
Legal review	This document is a strong operational template, not a substitute for advice on the Company’s individual workforce model. The Company should have the final version reviewed by a UK employment solicitor before issue.

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1. Cover Page

Title page, and an explanation of how this pamphlet is allowed to be used.

2. Welcome Letter

Thank you for choosing London Holistic. This Client Service Agreement has been carefully prepared to provide you with a clear understanding of how we work, what you can expect from us, and what we ask of our valued clients in return.

3. Our Promise

We believe that exceptional cleaning is about far more than leaving a property looking immaculate. It is about trust, reliability, professionalism and providing every client with complete confidence that their home or workplace is being cared for to the highest possible standard.

4. About London Holistic

A clean environment is about far more than appearance - it is about creating a space where people can feel comfortable, relaxed, productive and at ease. Our company was founded on a simple principle: to provide a reliable, professional cleaning service delivered with genuine care, honesty and attention to detail. We understand that every property is unique, and every client has different needs, which is why we take the time to provide a service tailored to each individual home or business.

5. Scope of Cleaning Services

We provide professional cleaning services designed to meet the individual needs of each client. We recognise that no two properties are the same, and for this reason every cleaning appointment is carried out in accordance with the services agreed prior to your booking. Our aim is to deliver a thorough, reliable and high-quality service while maintaining clear communication regarding what is included within your chosen cleaning package.

6. Standard Cleaning

Our Standard Cleaning Service is designed to help maintain a clean, hygienic and comfortable living or working environment through regular, professional cleaning visits. This service is ideal for clients who require ongoing housekeeping and general cleaning to keep their property looking its best throughout the year.

7. Deep Cleaning

Our Deep Cleaning Service is a comprehensive, intensive clean designed to restore your property to the highest possible standard of cleanliness. Unlike our Standard Cleaning Service, a deep clean focuses on areas that are not usually addressed during routine maintenance cleaning. It involves significantly more time, greater attention to detail and a more thorough approach throughout the property.

8. End of Tenancy Cleaning

Moving home can be both exciting and demanding. At London Holistic, our End of Tenancy Cleaning Service is designed to help tenants, landlords, letting agents and property owners prepare a property for its next occupants by providing a comprehensive and professional clean.

9. Holiday Lets & Air BnB Cleaning

Our Holiday Let & Airbnb Cleaning Service. At London Holistic, we understand that first impressions are everything in the world of holiday accommodation. Guests expect to arrive at a property that is clean, welcoming and beautifully presented. A spotless environment not only creates an excellent first impression but also contributes significantly to positive guest experiences, favourable reviews and repeat bookings.

10. Office & Commercial Cleaning

Our Office & Commercial Cleaning Service. At London Holistic, we understand that a clean and well-maintained workplace reflects the professionalism of your business and contributes to a healthier, safer and more productive working environment.

11. What's Not Included in Any Clean of Any Type

Quality means completing the agreed priorities thoroughly and leaving the home safe and presentable. Cleaners should work in a logical order, use suitable cloths for different areas and check frequently for cross-contamination. Before departure, review high-visibility details such as taps, mirrors, floors, bins, cushions, streaks and any equipment left behind.

12. Booking Process

We aim to make the booking process as straightforward and efficient as possible while ensuring that every client receives the highest standard of service.

13. Client Responsibilities

We are committed to delivering a professional, reliable and high-quality cleaning service. To help us achieve the best possible results, we kindly ask all clients to meet the responsibilities outlined below. These responsibilities help ensure that our team can work safely, efficiently and without unnecessary interruption.

14. Property Access, Keys & Security, Alarm Procedures

Providing safe, timely and reliable access to your property is essential to delivering the high standard of service we are committed to providing. To ensure appointments run smoothly and efficiently, we kindly ask all clients to make suitable access arrangements before the scheduled cleaning appointment. At London Holistic, we recognise that providing us with access to your home or workplace is an act of trust. At London Holistic, we understand that many of our clients rely on security alarm systems to protect their homes and businesses. Where alarm systems are in operation, we are committed to following the access instructions provided by the client carefully and professionally.

15. Parking & Access Charges

We aim to arrive promptly and fully prepared for every scheduled appointment. To help us deliver our services efficiently, clients are responsible for ensuring that suitable parking and property access arrangements are available where required.

16. Utilities

To enable London Holistic to provide a safe, efficient and high-quality cleaning service, clients are responsible for ensuring that essential utilities are available throughout the duration of the cleaning appointment. Access to these utilities is necessary for many aspects of the services we provide.

17. Cleaning Products & Equipment

At London Holistic, we use appropriate cleaning products and equipment to deliver a professional, safe and high-quality cleaning service. The products and equipment used during your appointment will depend upon the type of cleaning service booked, the surfaces being cleaned and any specific instructions agreed with you in advance.

18. Eco-Friendly Cleaning Options

We are committed to using appropriate cleaning products and equipment to deliver a professional, safe and high-quality cleaning service. The products and equipment used during your appointment will depend upon the type of cleaning service booked, the surfaces being cleaned and any specific instructions agreed with you in advance. Our priority is to achieve the best possible cleaning results whilst taking reasonable care to protect your property and belongings.

19. Pets, Animals, Children & Vulnerable Persons

Many of our clients share their homes with much-loved pets, young children or vulnerable family members. We are committed to providing a professional cleaning service whilst maintaining a safe, respectful and considerate environment for everyone within the property. To help ensure appointments run smoothly and safely, we kindly ask clients to read and observe the following guidance.

20. Health & Safety

The health, safety and wellbeing of our clients, our cleaning team and all persons present at the property are of the utmost importance. To help us provide a safe and efficient cleaning service, clients are responsible for ensuring that the property offers a safe working environment during every appointment.

21. Respectful Behaviour Policy

Every person deserves to be treated with dignity, courtesy and respect. We are committed to providing an environment in which our clients and our cleaning team feel safe, valued and respected at all times. Mutual respect is fundamental to maintaining a positive and professional working relationship, and we ask that all clients support this commitment throughout every interaction with our business.

22. Confidentiality & Privacy

Inviting a cleaning professional into your home or workplace requires a high level of trust. During the course of providing our services, our team may become aware of personal information, private conversations or aspects of your home or business that are not intended for public disclosure. We recognise the importance of protecting your privacy and are committed to maintaining the highest standards of confidentiality at all times.

23. GDPR & Data Protection

Protecting your personal information and respecting your privacy is a high priority to us. We recognise that our clients place their trust in us when providing personal information and when allowing us access to their homes and workplaces. We take that responsibility seriously and are committed to handling personal information fairly, lawfully and securely. This section explains how we collect, use, store and protect personal information in connection with the cleaning services we provide.

24. Photography Policy

Clients' homes, workplaces and personal belongings are private. We respect your privacy and are committed to ensuring that any photographs or video recordings taken in connection with our cleaning services are handled

professionally, responsibly and with your consent where appropriate. This policy explains the limited circumstances in which photographs may be taken and how they will be used.

25. Breakages & Damage Procedure

We try to treat every property, every possession and every item entrusted to our care with the greatest respect. Our cleaning team is expected to work carefully, professionally and responsibly at all times. Whilst every reasonable effort is made to avoid accidents, we recognise that, on rare occasions, accidental damage may occur. This section explains how such situations will be handled fairly, openly and professionally.

26. Complaints Procedure

Providing an exceptional standard of service and value all feedback from our clients is key to the sustenance and growth of the business. Whilst we strive to ensure every cleaning appointment meets the highest standards, we recognise that there may occasionally be occasions where a client wishes to raise a concern. Our objective is always to resolve complaints promptly, fairly, professionally and consistently.

27. Quality Guarantee

We take great pride in the quality of our work and are committed to delivering a professional, reliable and consistently high standard of cleaning. Every appointment is carried out with care, attention to detail and respect for your home or workplace. Our goal is not simply to clean your property, but to provide a service that gives you confidence, peace of mind and excellent value. Your satisfaction is important to us, and we genuinely appreciate the trust you place in our business.

28. Payments

We aim to keep our payment process simple, transparent and fair for all clients. Payment for cleaning services enables us to pay our cleaning team promptly and continue providing the professional, reliable service our clients expect. By booking a cleaning service with London Holistic, you agree to the payment terms set out below.

29. Deposits

Certain bookings may require a deposit before an appointment can be confirmed. Deposits help us reserve the agreed appointment time, allocate members of our cleaning team and protect the business against late cancellations or non-attendance. Not all bookings require a deposit. Where a deposit is required, this will be discussed with the client before the booking is confirmed.

30. Late Payment Policy

Providing a professional and reliable cleaning service is paramount to us. In return, we ask that all clients honour the agreed payment terms set out within this Client Service Agreement. Prompt payment enables us to pay our cleaning team fairly, manage our business responsibly and continue providing the high standard of service our clients have come to expect.

31. Cancellations & Rescheduling

We understand that plans can change and that, on occasion, appointments may need to be cancelled or rearranged. We will always do our best to accommodate reasonable requests wherever possible. However, when a cleaning appointment is booked, that time is reserved exclusively for you. We allocate cleaners, organise schedules and decline other enquiries based upon confirmed bookings. For this reason, we operate the following cancellation policy. We also explain our Rescheduling Policy here too.

32. Missed Appointments

Every cleaning appointment is reserved exclusively for the client and carefully scheduled to ensure that our cleaners can provide a reliable and punctual service. To help appointments run smoothly, clients are responsible for ensuring that the property is ready and accessible at the agreed appointment time.

33. Holidays & Christmas Closures

At London Holistic, we are committed to providing a reliable and consistent cleaning service throughout the year. However, there may be occasions when our business operates on reduced hours or temporarily closes due to public

holidays, the Christmas period or other planned business closures. This section explains how such periods are managed.

34. Staff Illness & Emergencies / Replacement Cleaners

We pride ourselves in offering a dependable and reliable cleaning service. However, from time to time, unforeseen circumstances such as illness or personal emergencies may affect the availability of a member of our cleaning team. Whilst these situations are uncommon, the health, safety and wellbeing of our staff remain extremely important to us.

35. Insurance Information

We recognise the importance of maintaining appropriate insurance to protect our clients, our cleaning team and our business. As our business continues to develop, we are committed to reviewing our insurance arrangements regularly to ensure they remain appropriate for the services we provide and the needs of our clients. Insurance policies may be updated, amended or replaced from time to time as our business grows. Where insurance cover is in place, details may be made available upon reasonable request where appropriate.

36. Limitation of Liability & Force Majeure

We deliver our services with reasonable care, skill and professionalism. Whilst we make every reasonable effort to provide an exceptional cleaning service, there are certain circumstances in which our responsibility must reasonably be limited. Nothing within this Client Service Agreement is intended to exclude or restrict any liability that cannot lawfully be excluded or limited under the laws of England and Wales. This section also covers London Holistic and Force Majeure.

37. Termination of Services

Building long-term relationships with our clients based on trust, professionalism, honesty and mutual respect. Whilst we hope every client relationship is positive and long-lasting, there may be occasions where it becomes necessary for either party to bring the Client Service Agreement to an end. This section explains the circumstances in which London Holistic may terminate the provision of cleaning services.

38. Frequently Asked Questions & Client / Service Checklist

Questions you may have, answered below. Client & Service Checklist for both client & company referral.

39. Acceptance of Terms

Thank you for taking the time to read the London Holistic Client Service Agreement & Client Handbook. This document has been carefully prepared to ensure that every client clearly understands the standards, policies and procedures that help us deliver a professional, reliable and high-quality cleaning service.

40. Signature Pages

This is the legal declaration. Please read it very carefully, as sign if satisfied to continue.

41. Contact Information

The register creates a clear chain of responsibility for sensitive access items. Every issue, transfer and return should be recorded accurately. Missing keys, damaged fobs, disclosed codes or suspected unauthorised access must be escalated immediately rather than waiting until the next scheduled visit.

2. Welcome Letter

Thank you for choosing London Holistic. This Client Service Agreement has been carefully prepared to provide you with a clear understanding of how we work, what you can expect from us, and what we ask of our valued clients in return.

2.1 Welcome to the London Holistic Family. Dear Valued Client. On behalf of everyone at London Holistic, we would like to extend a very warm welcome and thank you for choosing us to care for your home or workplace. Inviting someone into your property is a significant decision. Your home or business is a personal space, and we understand the trust you place in us each time we step through your door. That trust is something we never take for granted. Our mission is not simply to clean properties—it is to create environments that feel fresh, organised,

comfortable and welcoming. A professionally cleaned space can reduce stress, improve wellbeing and allow you to spend more time focusing on the things that matter most to you.

2.2 At London Holistic, we believe that exceptional cleaning is about far more than polished surfaces and spotless floors. It is about reliability, attention to detail, professionalism, discretion and consistently exceeding expectations. Every member of our team is selected not only for their cleaning ability but also for their honesty, integrity, courtesy and commitment to delivering outstanding customer service. We strive to treat every property with the same care and respect we would show our own. This Client Service Agreement has been created to explain how our services operate, outline our responsibilities to you and clarify the expectations that help us deliver the highest possible standard of service.

2.3 Inside this guide you will find information regarding:

- * Our cleaning services
- * Booking procedures
- * Payments and cancellations
- * Property access
- * Health and safety
- * Confidentiality and privacy
- * Damage procedures
- * Client responsibilities
- * Our quality guarantee
- * Frequently asked questions
- * Important terms and conditions

2.4 Our goal is complete transparency. We believe that successful working relationships are built on trust, communication and mutual respect, and we hope this guide answers any questions you may have before your cleaning service begins. If at any time you have additional questions, special requests or suggestions, our team will always be happy to help. We believe every client deserves a service tailored to their individual needs, and we will always do our very best to accommodate reasonable requests whenever possible.

2.5 Thank you once again for placing your confidence in London Holistic. We genuinely appreciate the opportunity to serve you and look forward to providing a cleaning service that consistently exceeds your expectations for many years to come.

2.6 Our aim is simple: to provide an exceptional cleaning service delivered with professionalism, integrity, respect and genuine care for your home, business and personal space. This document forms the foundation of our working relationship and has been designed to ensure complete transparency from the very beginning. We believe that clear communication and shared expectations create the best possible experience for everyone involved. Whether you have chosen us for a regular weekly clean, a one-off deep clean, end of tenancy services or commercial cleaning, we are committed to maintaining the highest standards of workmanship and customer care. We look forward to building a long-lasting relationship with you and sincerely appreciate the trust you have placed in London Holistic. With our warmest regards. The London Holistic Team

2.7 Prepared for all clients of London Holistic. Professional Cleaning Services. Client Service Agreement. Version 1.0. © London Holistic. All Rights Reserved.

Our core values

Trust. Respect. Reliability. Discretion. Care. Accountability. Excellence.

3. Our Promise

At London Holistic, we believe that exceptional cleaning is about far more than leaving a property looking immaculate. It is about trust, reliability, professionalism and providing every client with complete confidence that their home or workplace is being cared for to the highest possible standard.

3.1 Our promise is the foundation of everything we do. It reflects the values we uphold, the standards we expect from every member of our team, and the level of service we are committed to providing to each and every client. When you choose London Holistic, you can expect more than a cleaning service—you can expect a company that genuinely values your time, your property and your peace of mind.

3.2 Professionalism. We promise to conduct ourselves professionally at all times. Every member of our team will arrive presentable, courteous, respectful and prepared to carry out their duties with care and attention to detail. We recognise that every client and every property is unique, and we strive to provide a service that reflects your individual requirements and expectations.

3.3 Reliability. We understand that our clients rely on us. We therefore promise to arrive at the agreed appointment whenever reasonably possible and to communicate promptly should unforeseen circumstances cause any delay or require a change to your booking. Consistency and dependability are values that form the heart of our business.

3.4 Exceptional Standards. We promise to maintain consistently high cleaning standards on every visit. No matter the size of the property or the complexity of the task, we approach every cleaning appointment with the same level of care, attention and dedication. We believe that excellence lies in the small details, and we take pride in completing every task thoroughly rather than simply quickly.

3.5 Respect for Your Home and Workplace. Your property is your personal space, and we promise to treat it with the utmost respect. Whether we are cleaning a family home, apartment, office, commercial premises or holiday accommodation, we will always work carefully and responsibly while respecting your belongings, furnishings and privacy. We aim to leave every property not only cleaner, but exactly as we found it—only fresher, tidier and beautifully maintained.

3.6 Honesty and Integrity. Trust is earned through honesty. We promise to conduct all aspects of our work with integrity, openness and transparency. If an issue should ever arise during a cleaning appointment, we will communicate openly with you and work promptly to find a fair and reasonable solution.

3.7 Confidentiality. We understand that entering someone's home or workplace carries significant responsibility. Any personal information, conversations, documents or observations made whilst carrying out our work will always be treated as strictly confidential. Our clients can be assured that discretion and privacy remain fundamental principles of our business.

3.8 Health and Safety. The wellbeing of both our clients and our team is extremely important to us. We promise to carry out our services responsibly while following appropriate health and safety procedures designed to protect everyone involved. Where necessary, we will raise any concerns that could affect safety before continuing with the service.

3.9 Communication. Good communication builds lasting relationships. We promise to respond to enquiries professionally, listen carefully to your feedback and always treat your comments, questions and concerns with respect. Your satisfaction is important to us, and we welcome constructive feedback that helps us continually improve our services.

3.10 Flexibility. We understand that life can be unpredictable. Whenever reasonably possible, we will do our best to accommodate changes to your cleaning requirements, additional requests or adjustments to your schedule. While availability cannot always be guaranteed, we will always make every reasonable effort to assist wherever we can.

3.11 Continuous Improvement. We believe that excellent service is a journey rather than a destination. We are committed to continually reviewing our procedures, training, equipment and customer service to ensure we consistently deliver the highest possible standards for our clients.

3.12 **Our Values.** Everything we do is guided by five simple principles:

- * Respect – We treat every client, property and member of our team with courtesy and professionalism.
- * Trust – We build lasting relationships through honesty, transparency and reliability.
- * Quality – We never compromise on the standard of our work.
- * Care – We approach every property as though it were our own.
- * Integrity – We always strive to do the right thing, even when nobody is watching.

3.13 **Our Promise to Every Client.** Our promise is simple. We promise to provide a professional, dependable and trustworthy cleaning service delivered with genuine care, attention to detail and respect for your property. We will always aim to exceed expectations rather than simply meet them. Every home we enter, every office we clean and every client we serve will receive the same commitment to excellence that has become the foundation of London Holistic. Thank you for placing your trust in us. We look forward to providing a service that you can rely on with complete confidence.

4. About London Holistic

At London Holistic, we believe that a clean environment is about far more than appearance—it is about creating a space where people can feel comfortable, relaxed, productive and at ease. Our company was founded on a simple principle: to provide a reliable, professional cleaning service delivered with genuine care, honesty and attention to detail. We understand that every property is unique, and every client has different needs, which is why we take the time to provide a service tailored to each individual home or business.

4.1 Whether we are cleaning a busy family home, a modern apartment, a commercial office, a rental property or preparing a home for new occupants, our goal remains the same—to deliver consistently high standards that our clients can rely upon.

4.2 We understand that inviting someone into your property requires trust. Your home or workplace is a private space, and we never take that responsibility lightly. Every member of our team is expected to demonstrate professionalism, respect, discretion and integrity from the moment they arrive until the moment they leave.

4.3 Rather than offering a one-size-fits-all service, we believe in working closely with our clients to understand what matters most to them. Some clients prioritise immaculate kitchens and bathrooms, others require careful attention to delicate furnishings, while businesses may have specific operational requirements. By listening carefully and communicating openly, we aim to deliver a service that reflects your individual expectations.

4.4 Our reputation is built not only on the quality of our cleaning but also on the relationships we build with our clients. We value reliability, punctuality and consistency because we know these qualities are just as important as the cleaning itself. When you book London Holistic, you should have complete confidence that we will arrive prepared, work diligently and treat your property with the same level of care we would expect in our own.

4.5 We continually strive to improve every aspect of our service. From staff training and customer care to working practices and quality standards, we are committed to ensuring that every visit reflects the professionalism and values of our company.

4.6 No matter the size of the job, every client receives the same commitment to excellence. Whether you require a regular weekly clean, a one-off deep clean, end of tenancy cleaning, commercial services or tailored cleaning solutions, our objective is always to provide a dependable service that makes your life easier and your environment cleaner.

4.7 **Our Mission.** Our mission is to provide exceptional cleaning services that enhance the comfort, cleanliness and wellbeing of every property we care for. We are committed to delivering reliable, high-quality cleaning with honesty, professionalism and genuine attention to detail, while building lasting relationships based on trust, respect and outstanding customer service.

4.8 **Our Vision.** Our vision is to become one of London's most trusted and respected cleaning companies, recognised for exceptional standards, dependable service and an unwavering commitment to customer

satisfaction. We aim to create lasting partnerships with our clients by consistently delivering a service that exceeds expectations and reflects the highest levels of professionalism.

4.9 What Makes London Holistic Different? We understand that clients have many cleaning companies to choose from. At London Holistic, we believe the difference lies not only in the quality of our cleaning, but in the way we care for our clients and conduct our business. We pride ourselves on:

- * Providing a friendly, professional and dependable service.
- * Treating every property with care and respect.
- * Listening carefully to each client's individual requirements.
- * Maintaining consistently high cleaning standards.
- * Communicating openly, honestly and promptly.
- * Building long-term relationships founded on trust.
- * Respecting your privacy and maintaining complete confidentiality.
- * Continuously improving our services through feedback, training and experience.

4.10 Our Commitment. Our success is measured not simply by the number of properties we clean, but by the confidence our clients place in us and the relationships we build over time. Every appointment is an opportunity to demonstrate our professionalism, attention to detail and commitment to excellence. We are proud to welcome you as a client of London Holistic and sincerely thank you for allowing us to care for your home or workplace. We look forward to providing a cleaning service that consistently reflects the values upon which our company has been built: quality, integrity, reliability, respect and genuine care.

5. Scope of Cleaning Services

At London Holistic, we provide professional cleaning services designed to meet the individual needs of each client. We recognise that no two properties are the same, and for this reason every cleaning appointment is carried out in accordance with the services agreed prior to your booking. Our aim is to deliver a thorough, reliable and high-quality service while maintaining clear communication regarding what is included within your chosen cleaning package.

5.1 The scope of our services may vary depending on the type of appointment booked, the condition of the property, the time allocated, and any additional services requested by the client.

5.2 Services We Provide. Subject to the service booked, London Holistic may provide the following cleaning services:

- * Regular domestic cleaning
- * One-off domestic cleaning
- * Deep cleaning
- * End of tenancy cleaning
- * Move-in and move-out cleaning
- * Commercial and office cleaning
- * Holiday let and Airbnb cleaning
- * Communal area cleaning
- * Post-renovation cleaning (where agreed)
- * Spring cleaning
- * After-party cleaning
- * Ironing (where requested)
- * Internal window cleaning where safely accessible

- * Interior appliance cleaning
- * Interior cupboard cleaning (when empty or agreed in advance)
- * Tailored cleaning services designed around individual client requirements

5.3 Tailored Cleaning Plans. We understand that every client has different priorities. Some clients may wish us to focus on kitchens and bathrooms, whilst others may prefer greater attention to living areas, bedrooms or office spaces. Where practical, we are happy to tailor our cleaning services to reflect your individual requirements. Any specific requests should be discussed with us before your appointment so that sufficient time can be allocated.

5.4 Cleaning Within the Time Booked. Our services are carried out within the time agreed at the time of booking. Should additional cleaning requirements become apparent during the appointment, we will endeavour to accommodate these where time allows. If additional time is required, this may be subject to availability and additional charges, which will always be discussed with you beforehand whenever reasonably possible.

5.5 Reasonable Expectations. Whilst we always strive to achieve outstanding results, cleaning outcomes can be affected by a number of factors beyond our control. These may include:

- * The overall condition of the property.
- * The amount of time booked.
- * Long-term build-up of dirt, grease or limescale.
- * Permanent staining or discolouration.
- * Damage caused by age, wear and tear or previous neglect.
- * Delicate or specialist surfaces requiring particular care.
- * Access restrictions within the property.

For this reason, although we always aim to achieve the highest possible standard, we cannot guarantee the complete removal of permanent marks, staining, mould, mildew, rust, paint, ingrained dirt or damage that cannot reasonably be improved through professional cleaning.

5.7 Health & Safety Considerations. The safety of both our clients and our cleaning team remains our highest priority. We reserve the right not to undertake any task that could reasonably place our staff, clients or property at risk. This includes, but is not limited to:

- * Working at unsafe heights.
- * Moving excessively heavy furniture or appliances.
- * Handling hazardous materials or waste.
- * Cleaning areas affected by dangerous substances.
- * Entering unsafe environments.

Where appropriate, alternative arrangements or specialist contractors may be recommended.

5.8 Additional Services. From time to time, clients may request additional cleaning tasks outside the original booking. Where possible, we are happy to accommodate these requests. However, additional work may require extra time, specialist equipment or additional charges. No additional work will be undertaken without the client's agreement.

6. Standard Cleaning

Our Standard Cleaning Service is designed to help maintain a clean, hygienic and comfortable living or working environment through regular, professional cleaning visits. This service is ideal for clients who require ongoing housekeeping and general cleaning to keep their property looking its best throughout the year.

6.1 Each visit is carried out with care, attention to detail and respect for your home or workplace. While every property is different, our aim is to provide a consistently high standard of cleaning that supports a fresh, organised

and welcoming environment. The exact tasks completed during each visit will depend on the agreed cleaning schedule, the time booked, the size and condition of the property, and any individual priorities discussed with the client.

6.2 General Cleaning Tasks. Our Standard Cleaning Service may include, where applicable:

Living Areas & Bedrooms

- * Dusting accessible furniture, shelving and surfaces.
- * Wiping skirting boards where required and reasonably accessible.
- * Cleaning mirrors and glass surfaces.
- * Vacuuming carpets and rugs.
- * Sweeping and mopping hard flooring.
- * Emptying internal waste bins and replacing liners (where provided).
- * Straightening cushions, throws and light furnishings.
- * Dusting window sills that are safely accessible.
- * Removing light cobwebs from accessible areas.

Kitchen

- * Cleaning and disinfecting worktops and splash-backs.
- * Wiping cupboard doors and drawer fronts.
- * Cleaning sinks, taps and draining boards.
- * Cleaning the exterior of kitchen appliances, including the microwave, kettle, toaster and fridge.
- * Cleaning the hob surface.
- * Wiping accessible dining tables and chairs.
- * Vacuuming and mopping the floor.
- * Emptying kitchen waste bins.

Bathrooms & Cloakrooms

- * Cleaning and disinfecting toilets.
- * Cleaning baths and shower trays.
- * Cleaning shower screens where accessible.
- * Cleaning wash basins and vanity units.
- * Polishing taps and chrome fittings.
- * Cleaning mirrors.
- * Wiping tiled surfaces where required.
- * Emptying bathroom bins.
- * Vacuuming and mopping floors.

Hallways, Landings & Staircases

- * Dusting accessible surfaces.
- * Vacuuming carpets and staircases.
- * Sweeping and mopping hard floors.
- * Cleaning bannisters and handrails.
- * Removing light cobwebs where safely reachable.

6.3 Attention to Detail. At London Holistic, we believe the difference between an ordinary cleaning service and an exceptional one lies in the small details. Where time permits, our team will always aim to leave each room looking neat, refreshed and well presented. We take pride in working carefully and methodically, ensuring that every visit reflects the high standards our clients have come to expect.

6.4 Cleaning Priorities. We understand that every client has different priorities. Some clients may prefer additional attention in kitchens and bathrooms, while others may wish us to focus on family living spaces, bedrooms or home offices. We encourage clients to let us know if there are particular areas they would like prioritised during a visit. Wherever reasonably possible, we will tailor our service to meet those preferences.

6.5 Time Allocation. Our Standard Cleaning Service is completed within the time booked. If additional tasks are requested during the appointment, we will always do our best to accommodate them. However, where the additional work cannot reasonably be completed within the allocated time, a longer appointment or additional booking may be recommended. Our priority is to complete all agreed work thoroughly rather than rushing to complete an unrealistic number of tasks.

6.6 Items Not Normally Included. Unless specifically agreed in advance, our Standard Cleaning Service does not usually include:

- * Deep cleaning of heavily soiled areas.
- * Exterior window cleaning.
- * Cleaning at unsafe heights.
- * Moving heavy furniture or appliances.
- * Carpet shampooing or steam cleaning.
- * Upholstery cleaning.
- * Garden or outdoor maintenance.
- * Removal of hazardous waste or biohazard materials.
- * Specialist restoration or stain removal.
- * Cleaning requiring specialist equipment or specialist contractors.

These services may be available separately or may require a customised quotation.

7. Deep Cleaning

Our Deep Cleaning Service is a comprehensive, intensive clean designed to restore your property to the highest possible standard of cleanliness. Unlike our Standard Cleaning Service, a deep clean focuses on areas that are not usually addressed during routine maintenance cleaning. It involves significantly more time, greater attention to detail and a more thorough approach throughout the property.

7.1 This service is ideal for properties that have not been professionally cleaned for some time, homes requiring a fresh start, or clients who simply wish to give their property a more extensive clean. Every deep clean is tailored to the individual property, taking into account its size, condition and the client's specific requirements.

7.2 When is a Deep Clean Recommended? A Deep Cleaning Service may be particularly suitable:

- * Before beginning a regular cleaning schedule.
- * Following building or renovation work.
- * After a property has been vacant for an extended period.
- * Before or after hosting guests or special occasions.
- * During seasonal or spring cleaning.
- * Prior to putting a property on the market.
- * Before welcoming a new baby or family member.

* Whenever a more detailed level of cleaning is required.

7.3 What May Be Included. Depending on the agreed service and time allocated, a deep clean may include:

Throughout the Property

- * Detailed dusting of all accessible surfaces.
- * Removal of cobwebs from accessible areas.
- * Cleaning skirting boards, door frames and doors.
- * Cleaning light switches and electrical faceplates.
- * Cleaning interior window sills and frames.
- * Cleaning accessible radiators and pipework.
- * Vacuuming behind and beneath movable lightweight furniture where safe to do so.
- * Thorough vacuuming and mopping of all floors.
- * Detailed cleaning of high-touch areas.

Kitchen

- * Deep cleaning worktops and splashbacks.
- * Cleaning inside and outside microwave ovens.
- * Cleaning the exterior and interior of accessible kitchen cupboards (where emptied by the client or otherwise agreed).
- * Cleaning inside accessible drawers.
- * Degreasing hob surfaces.
- * Cleaning extractor hoods externally.
- * Cleaning sinks, taps and draining areas.
- * Cleaning the exterior of large appliances.
- * Interior fridge or freezer cleaning where emptied beforehand.
- * Interior oven cleaning where included within the agreed quotation.
- * Removal of grease build-up where reasonably achievable.

Bathrooms

- * Deep cleaning toilets, baths, showers and sinks.
- * Descaling taps and chrome fittings.
- * Removing soap residue where reasonably possible.
- * Cleaning shower screens and glass panels.
- * Cleaning bathroom cupboards externally and internally where agreed.
- * Cleaning tiles and grout surfaces.
- * Polishing mirrors and fittings.
- * Detailed floor cleaning.

Bedrooms & Living Areas

- * Detailed dusting of furniture.
- * Cleaning wardrobe exteriors.
- * Cleaning bedside furniture.
- * Vacuuming mattresses where requested.
- * Cleaning accessible shelving.

- * Cleaning mirrors and glass surfaces.
- * Careful attention to corners, edges and overlooked areas.

7.4 Tailored to Your Property. Every property is different. Before commencing a Deep Cleaning Service, we may discuss your priorities to ensure the areas most important to you receive appropriate attention. Where time is limited, we may recommend focusing on key areas or extending the appointment to achieve the desired results.

7.5 Realistic Expectations. Our team will always strive to achieve the highest possible standard of cleanliness. However, certain conditions may limit the results that can reasonably be achieved through professional cleaning alone. Examples include:

- * Permanent staining.
- * Long-standing limescale deposits.
- * Discoloured grout.
- * Rust staining.
- * Paint damage.
- * Heat damage.
- * Water damage.
- * Mould that has permanently stained surfaces.
- * General wear and tear associated with age.
- * Damage caused by previous neglect.

Whilst we will make every reasonable effort to improve these areas, complete restoration cannot always be guaranteed.

7.6 Time Required. Deep Cleaning appointments generally require considerably more time than routine cleaning visits. The exact duration will depend upon:

- * The size of the property.
- * The condition of the property.
- * The level of cleaning required.
- * The number of bathrooms and kitchens.
- * The services requested.
- * The number of cleaners attending the appointment.

Where necessary, we may recommend allocating additional time to ensure the work can be completed to our usual high standards.

7.7 Health & Safety. To protect both our clients and our team, certain tasks may not be undertaken where they present an unreasonable safety risk. This includes working at unsafe heights, moving excessively heavy furniture or appliances, handling hazardous materials or carrying out work that requires specialist training or equipment. Should we identify any concerns, these will be discussed with you before the service proceeds.

8. End of Tenancy Cleaning

Moving home can be both exciting and demanding. At London Holistic, our End of Tenancy Cleaning Service is designed to help tenants, landlords, letting agents and property owners prepare a property for its next occupants by providing a comprehensive and professional clean.

8.1 This service is considerably more detailed than a standard or routine cleaning visit and is intended to restore the property to the highest possible standard of cleanliness, taking into account its age, condition and general wear and tear. Whether you are vacating a rented property, preparing a home for sale, welcoming new tenants or

refreshing a recently purchased property, our team will work carefully and methodically to ensure every agreed area receives thorough attention.

8.2 Who This Service Is Suitable For. Our End of Tenancy Cleaning Service is suitable for:

- * Tenants preparing to vacate a rented property.
- * Landlords preparing a property for new tenants.
- * Letting agents managing rental properties.
- * Property management companies.
- * Homeowners selling their property.
- * Purchasers moving into a new home.
- * Student accommodation.
- * Holiday lets and serviced accommodation.

8.3 What May Be Included. Subject to the agreed quotation and the condition of the property, our End of Tenancy Cleaning Service may include:

Throughout the Property

- * Thorough dusting of all accessible surfaces.
- * Cleaning doors, frames and skirting boards.
- * Cleaning light switches and electrical faceplates.
- * Cleaning interior window-sills and accessible frames.
- * Cleaning mirrors and internal glass.
- * Vacuuming carpets and rugs.
- * Sweeping and mopping hard floors.
- * Removal of accessible cobwebs.
- * Cleaning wardrobes and cupboards internally and externally (where emptied).
- * Cleaning shelves and drawers.
- * Cleaning accessible radiators.
- * Cleaning staircases, bannisters and hallways.

Kitchen

- * Deep cleaning worktops and splashbacks.
- * Cleaning sinks and taps.
- * Degreasing hob surfaces.
- * Cleaning extractor hood exteriors.
- * Cleaning cupboard fronts.
- * Cleaning inside cupboards and drawers (when emptied).
- * Cleaning inside the refrigerator and freezer (if fully defrosted and emptied).
- * Cleaning inside the microwave.
- * Cleaning inside the oven where included in the agreed quotation.
- * Cleaning appliance exteriors.
- * Cleaning floors thoroughly.

Bathrooms

- * Deep cleaning toilets.

- * Cleaning baths and shower trays.
- * Cleaning shower screens.
- * Descaling taps and fittings where reasonably possible.
- * Cleaning sinks and vanity units.
- * Cleaning mirrors.
- * Cleaning tiles.
- * Cleaning bathroom cupboards (where agreed).
- * Thorough floor cleaning.

8.4 Property Preparation. To help us provide the best possible service, we kindly ask that:

- * The property is vacated before our arrival, unless otherwise agreed.
- * Personal belongings have been removed.
- * Cupboards, wardrobes and drawers are emptied if internal cleaning has been requested.
- * Appliances requiring internal cleaning are emptied and switched off where appropriate.
- * Running water and electricity remain available throughout the appointment.
- * Safe access to all agreed areas is provided.

If these preparations have not been completed, certain tasks may not be possible within the allocated appointment time.

8.5 Cleaning Standards. Our objective is to leave the property professionally cleaned and ready for its next occupants. We work systematically throughout the property, paying close attention to detail and cleaning areas that are often overlooked during routine domestic cleaning. Every property is different, and the amount of time required will depend on factors such as its size, condition and level of cleanliness when we arrive.

8.6 Deposit & Inventory Inspections. Whilst our team will always strive to deliver an exceptional standard of cleaning, we cannot guarantee the return of a tenancy deposit or the outcome of any landlord, letting agent or inventory inspection. Deposit decisions are based on a range of factors, including property condition, damage, maintenance issues and tenancy obligations that fall outside the scope of professional cleaning. Our responsibility is to provide the professional cleaning service agreed with you.

8.6 Fair Wear & Tear. Professional cleaning cannot reverse the effects of age or normal use. We cannot guarantee the removal of:

- * Permanent staining.
- * Burn marks.
- * Paint damage.
- * Water damage.
- * Deep scratches.
- * Broken fixtures.
- * Damaged flooring.
- * Torn sealant.
- * Discoloured grout.
- * Mould staining.
- * Rust damage.
- * General wear and tear.

Where possible, we will always make reasonable efforts to improve the appearance of affected areas, but restoration cannot be guaranteed.

8.7 Additional Services. Where requested, we may also provide additional services such as:

- * Interior oven cleaning.
- * Interior refrigerator and freezer cleaning.
- * Interior cupboard cleaning.
- * Internal window cleaning.
- * Carpet vacuuming.
- * Upholstery vacuuming.
- * Balcony or patio sweeping (where agreed).
- * Garage sweeping (where agreed).

Additional services may be subject to separate quotations or additional charges.

8.8 Final Inspection. Upon completion of the service, clients are encouraged to inspect the property as soon as reasonably possible. If any concerns arise regarding the agreed cleaning service, we ask that they are brought to our attention promptly so that we have the opportunity to review the matter and, where appropriate, take reasonable steps to resolve it in accordance with our complaints procedure.

9. Holiday Lets & Air BnB Cleaning

Our Holiday Let & Airbnb Cleaning Service. At London Holistic, we understand that first impressions are everything in the world of holiday accommodation. Guests expect to arrive at a property that is clean, welcoming and beautifully presented. A spotless environment not only creates an excellent first impression but also contributes significantly to positive guest experiences, favourable reviews and repeat bookings.

9.1 Our Holiday Let & Airbnb Cleaning Service has been specifically designed to support property owners, hosts and property managers by preparing accommodation to a consistently high standard between guest stays. Whether your property is listed on Airbnb or used as a short-term holiday let, our goal is to help ensure that every guest arrives to a property that feels fresh, hygienic and ready to enjoy.

9.2 Who This Service Is Suitable For. This service is ideal for:

- * Airbnb hosts.
- * Holiday cottage owners.
- * Serviced apartment providers.
- * Short-term rental properties.
- * Corporate accommodation.
- * Property management companies.
- * Luxury holiday homes.
- * Boutique accommodation providers.

9.3 What May Be Included. Depending on your booking and individual requirements, our Holiday Let & Airbnb Cleaning Service may include:

Bedrooms & Living Areas

- * Dusting all accessible surfaces.
- * Vacuuming carpets and rugs.
- * Sweeping and mopping hard flooring.
- * Cleaning mirrors and glass surfaces.
- * Straightening furniture.
- * Removing light cobwebs.

- * Emptying internal waste bins.
- * General presentation checks.

Kitchen

- * Cleaning and disinfecting worktops.
- * Cleaning sinks and taps.
- * Cleaning splashbacks.
- * Wiping cupboard fronts.
- * Cleaning the hob surface.
- * Cleaning the exterior of appliances.
- * Cleaning the microwave internally where required.
- * Emptying bins.
- * Sweeping and mopping floors.

Bathrooms

- * Cleaning and disinfecting toilets.
- * Cleaning showers, baths and sinks.
- * Cleaning mirrors.
- * Polishing taps and chrome fittings.
- * Emptying bins.
- * Cleaning floors.
- * Checking the overall presentation of the bathroom.

9.4 Turnaround Cleaning. We understand that many holiday properties operate on strict check-out and check-in schedules. Where possible, we will work within agreed turnaround times to prepare your property efficiently while maintaining the high standards expected by both you and your guests. To help us achieve this, we kindly ask that booking schedules, access arrangements and any special instructions are communicated in advance.

9.5 Linen & Laundry. Where agreed as part of your booking, we may also assist with:

- * Changing bed linen.
- * Making beds.
- * Replacing towels.
- * Collecting used laundry.
- * Preparing the property for the next guest.

Please note that laundry services, linen hire and the laundering of bedding and towels may be subject to separate arrangements or additional charges.

9.6 Consumables & Guest Supplies. Where requested, we may replenish guest supplies provided by the property owner or manager, including items such as:

- * Toilet rolls.
- * Hand soap.
- * Washing-up liquid.
- * Dishwasher tablets.
- * Tea, coffee or welcome packs.
- * Cleaning cloths or sponges.

Unless otherwise agreed, all consumables must be supplied by the client.

9.7 Property Presentation. Our aim is not only to clean the property but also to ensure it is presented in a welcoming and professional manner for arriving guests. Where reasonably possible, we will ensure that:

- * Furniture is neatly arranged.
- * Cushions and throws are positioned tidily.
- * Beds are neatly made (where linen service has been requested).
- * Bins have been emptied.
- * Floors are clean and presentable.
- * Kitchens and bathrooms are left fresh and hygienic.

These finishing touches help create a positive first impression for every guest.

9.8 Reporting Maintenance Issues. Whilst carrying out our cleaning services, we may identify issues that could affect the condition or presentation of the property. Where reasonably possible, we will notify the client or property manager of concerns such as:

- * Broken fixtures or fittings.
- * Visible leaks.
- * Appliance faults.
- * Damage noticed during cleaning.
- * Missing items where apparent.
- * Maintenance issues that may require attention before the next guest arrives.

Whilst we are happy to report such observations, identifying maintenance issues does not form part of our contracted cleaning service, and we cannot guarantee that every issue will be identified during a visit.

9.9 Time & Access. To ensure every turnaround runs smoothly, we kindly ask that:

- * The property is vacant before our scheduled arrival unless otherwise agreed.
- * Safe access is provided.
- * Utilities, including electricity and running water, remain available.
- * Any guest-related information or special instructions are communicated in advance.
- * Adequate time is allocated to complete the agreed service.

10. Office & Commercial Cleaning

Our Office & Commercial Cleaning Service. At London Holistic, we understand that a clean and well-maintained workplace reflects the professionalism of your business and contributes to a healthier, safer and more productive working environment.

10.1 Whether you operate a small office, retail premises, medical practice, showroom, communal building or larger commercial property, our Office & Commercial Cleaning Service is designed to provide reliable, high-quality cleaning tailored to the specific needs of your business. We appreciate that every organisation operates differently. For this reason, we work closely with our clients to develop a cleaning schedule that suits their premises, operating hours and individual requirements while minimising disruption to day-to-day business activities.

10.2 Who This Service Is Suitable For. Our commercial cleaning services may be suitable for a wide range of businesses and organisations, including:

- * Offices and corporate workplaces.
- * Retail shops and showrooms.
- * Medical and healthcare practices (non-clinical cleaning unless otherwise agreed).
- * Beauty salons and barbers.

- * Estate and letting agencies.
- * Schools, nurseries and educational facilities (subject to agreement).
- * Community centres.
- * Apartment communal areas.
- * Reception areas and shared office spaces.
- * Professional service providers.
- * Small and medium-sized businesses.

If your business has specific cleaning requirements, we will be pleased to discuss a tailored cleaning programme.

10.3 What May Be Included. Depending on your cleaning schedule and the services agreed, our commercial cleaning may include:

Office Areas

- * Dusting desks and accessible office furniture.
- * Cleaning worktops and surfaces.
- * Vacuuming carpets and rugs.
- * Sweeping and mopping hard flooring.
- * Cleaning internal glass and mirrors where safely accessible.
- * Emptying waste bins and replacing liners provided by the client.
- * Dusting skirting boards and window sills where reasonably accessible.
- * Removing light cobwebs.

Reception & Waiting Areas

- * Cleaning reception desks.
- * Dusting furniture and display units.
- * Cleaning tables and chairs.
- * Vacuuming or mopping floors.
- * Cleaning internal entrance glass where agreed.
- * Maintaining a neat and welcoming appearance.

Kitchen & Staff Areas

- * Cleaning worktops and splashbacks.
- * Cleaning sinks and taps.
- * Wiping cupboard fronts.
- * Cleaning the exterior of kitchen appliances.
- * Cleaning dining tables and seating areas.
- * Emptying bins.
- * Vacuuming and mopping floors.

Washrooms

- * Cleaning and disinfecting toilets.
- * Cleaning sinks and vanity units.
- * Cleaning mirrors.
- * Polishing taps and fittings.
- * Emptying sanitary and general waste bins where appropriate.

- * Sweeping and mopping floors.
- * Cleaning high-touch surfaces such as door handles and light switches.

10.4 Flexible Cleaning Schedules. We appreciate that many businesses require cleaning outside normal working hours. Subject to availability, we may provide cleaning services:

- * Daily.
- * Weekly.
- * Fortnightly.
- * Monthly.
- * Before opening hours.
- * During business hours where appropriate.
- * Evenings.
- * Weekends.
- * On a bespoke schedule agreed with the client.

Our aim is to provide a reliable service while minimising disruption to your staff, customers and daily operations.

10.5 Health, Hygiene & Workplace Standards. Maintaining a clean workplace is important for the wellbeing of employees, visitors and customers. Our team takes care to clean work areas professionally and responsibly, helping to maintain a tidy and hygienic environment that supports everyday business operations. Whilst our services contribute to a cleaner workplace, they should not be interpreted as specialist infection control, biohazard remediation or clinical decontamination services unless specifically agreed in writing.

10.6 Confidentiality. We recognise that commercial premises often contain confidential information, business records and sensitive materials. Whilst carrying out our cleaning services, our team will respect the privacy of your organisation and will treat any information or observations made during the course of our work as confidential. Professional discretion forms an important part of our commitment to every commercial client.

10.7 Security & Access. Where keys, alarm codes or access arrangements are provided, these will be handled responsibly and used solely for the purpose of delivering the agreed cleaning service. Clients are kindly requested to provide clear instructions regarding access procedures, restricted areas and security requirements before the commencement of services.

10.8 Additional Commercial Services. Subject to agreement, we may also provide or arrange additional cleaning services, including:

- * Deep office cleaning.
- * Internal appliance cleaning.
- * Internal window cleaning where safely accessible.
- * Communal area cleaning.
- * End of tenancy cleaning for commercial premises.
- * Post-renovation cleaning.
- * Move-in or move-out cleaning.
- * Tailored cleaning programmes for individual businesses.

Additional services may require separate quotations or additional charges.

11. What is NOT usually included in any clean of ANY type

At London Holistic, we always strive to provide a thorough, professional and high-quality cleaning service. However, to ensure the safety of our clients, our team and your property, there are certain tasks that fall outside the scope of

our standard cleaning services unless specifically agreed in writing. The following list is intended to provide guidance and is not exhaustive.

11.1 Specialist Cleaning Services. Unless specifically quoted and agreed in advance, our standard cleaning services do not include:

- * Carpet shampooing or steam cleaning.
- * Upholstery shampooing or specialist fabric cleaning.
- * Exterior window cleaning.
- * Pressure washing.
- * Gutter cleaning.
- * Roof cleaning.
- * Chimney cleaning.
- * Specialist stone or marble restoration.
- * Floor sanding or floor restoration.
- * Pest control services.
- * Specialist mould remediation.
- * Biohazard cleaning.
- * Trauma or crime scene cleaning.
- * Hoarding clearance.
- * Asbestos removal.
- * Clinical or hazardous waste removal.

These services require specialist training, qualifications or equipment and should be carried out by appropriately qualified professionals.

11.2 Heavy Lifting. For health and safety reasons, our team will not normally move:

- * Large wardrobes.
- * Sofas.
- * Beds.
- * Refrigerators.
- * Freezers.
- * Washing machines.
- * Tumble dryers.
- * Dishwashers.
- * Large bookcases.
- * Heavy office furniture.
- * Safes or similar heavy objects.

Where lightweight furniture can be safely moved by one person without risk of injury or damage, we may do so at our discretion.

11.3 Working at Height. The safety of our staff is extremely important. We do not undertake work requiring:

- * Ladders above a safe working height.
- * Roof access.
- * External upper-floor window cleaning.

- * Cleaning ceilings beyond safe reach.
- * Any activity that places our staff at unnecessary risk.

11.4 Hazardous Materials. Our team will not handle or remove:

- * Chemicals or hazardous substances.
- * Needles or sharps.
- * Medical waste.
- * Human or animal bodily fluids.
- * Animal faeces in excessive quantities.
- * Dead animals.
- * Dangerous mould contamination.
- * Fire damage residue.
- * Flood contamination.
- * Any substance considered hazardous to health.

Where such conditions are identified, specialist cleaning services may be required before we can safely continue.

11.5 Repairs & Maintenance. Our cleaning service does not include:

- * Plumbing repairs.
- * Electrical work.
- * Decorating.
- * Painting.
- * DIY repairs.
- * Appliance repairs.
- * Gardening.
- * Landscaping.
- * Furniture assembly.
- * Building or construction work.
- * Locksmith services.

Should we notice any maintenance concerns during our visit, we will endeavour to inform you wherever reasonably possible.

11.6 Permanent Damage & Restoration. Professional cleaning cannot reverse the effects of age, wear, damage or deterioration. Accordingly, we cannot guarantee the removal or repair of:

- * Permanent stains.
- * Burn marks.
- * Paint damage.
- * Water damage.
- * Rust damage.
- * Bleaching.
- * Deep scratches.
- * Damaged sealant.
- * Broken grout.
- * Worn flooring.

- * Faded surfaces.
- * General wear and tear.

Whilst we will always make reasonable efforts to improve the appearance of affected areas, complete restoration cannot be guaranteed.

11.7 Personal Organisation. Unless specifically agreed as part of your booking, our services do not generally include:

- * Decluttering rooms.
- * Organising wardrobes.
- * Sorting paperwork.
- * Packing or unpacking belongings.
- * Moving personal possessions into storage.
- * Administrative or concierge tasks.

These services may be discussed separately if required.

11.8 Outside Areas. Unless specifically agreed in advance, we do not routinely clean:

- * Gardens.
- * Lawns.
- * Driveways.
- * Roof terraces.
- * External walls.
- * Fences.
- * Gutters.
- * Sheds.
- * Outbuildings.
- * External windows.
- * Swimming pools.
- * Hot tubs.

Certain exterior areas, such as balconies or small patios, may be cleaned where agreed as part of your booking.

11.9 Health & Safety. We reserve the right to decline any task that may:

- * Place our staff or clients at risk.
- * Damage property.
- * Require specialist qualifications or licences.
- * Fall outside the agreed scope of work.
- * Breach health and safety guidance.
- * Be unlawful or inappropriate.

Our priority will always be the safety of everyone involved.

11.10 Additional Requests. If you require a service not included within your original booking, we encourage you to speak with us before your appointment. Where reasonably possible, we will always try to accommodate additional requests or provide a separate quotation where appropriate.

12. Booking Process

At London Holistic, we aim to make the booking process as straightforward and efficient as possible while ensuring that every client receives the highest standard of service.

12.1 All cleaning appointments must be arranged directly through the owner of the business, Sarah, who manages all bookings, scheduling, cleaner allocations and client communications. This helps us maintain consistency, quality control and fair working practices for both our clients and our cleaning team.

12.2 **Making a Booking.** Bookings may be made by contacting Sarah directly using the agreed methods of communication. When making a booking, clients may be asked to provide details including:

- * The property address.
- * The type of cleaning service required.
- * Preferred dates and times.
- * The size of the property.
- * Any special instructions or priorities.
- * Access arrangements.
- * Any relevant information that may assist us in delivering the best possible service.

Once confirmed, your appointment will be reserved specifically for you.

12.3 **Appointment Confirmations.** Where applicable, clients will receive confirmation of their agreed booking details. If any amendments are required, we kindly ask that these are communicated as early as possible so that we can make every reasonable effort to accommodate your request.

12.4 **Cancellation Policy.** When you book an appointment with London Holistic, that time is reserved exclusively for you. If you need to cancel or rearrange your appointment, we respectfully ask that you provide at least 24 hours' notice.

12.5 **Cancellations Made Less Than 24 Hours Before the Appointment.** If a client cancels a confirmed booking less than 24 hours before the scheduled appointment, the full cost of the booked cleaning service (100%) will remain payable. This policy exists because appointments are reserved exclusively for each client. Short-notice cancellations rarely allow sufficient time for us to offer the appointment to another client, resulting in lost working time and loss of income for both the business and the allocated cleaner. By signing this Client Service Agreement, you acknowledge and accept this cancellation policy and agree that the full booking fee will be payable in the event of a cancellation made within 24 hours of the scheduled appointment. Exceptions may be considered entirely at the discretion of London Holistic in exceptional circumstances, but there is no obligation to waive the cancellation charge.

12.6 **Booking Cleaners Directly.** The relationship between London Holistic, our clients and our cleaning team is built on trust, professionalism and fairness. All cleaners work on behalf of London Holistic and are introduced to clients through the business. Accordingly, all future bookings, amendments, additional appointments and requests for cleaning services must be arranged directly through Sarah, the owner of London Holistic. Clients must not make private arrangements with, employ directly or otherwise engage any cleaner introduced by London Holistic without the prior written consent of Sarah. Likewise, cleaners are not permitted to accept private bookings from clients introduced through London Holistic without prior written authorisation. Any attempt to bypass the business in this way constitutes a material breach of this Client Service Agreement.

12.7 **Termination of Services.** London Holistic takes the protection of its business relationships very seriously. If a client knowingly attempts to arrange cleaning services directly with a cleaner introduced by London Holistic, without Sarah's prior written consent, London Holistic reserves the right to:

- * Terminate this Client Service Agreement immediately.
- * Cancel all future bookings.
- * Remove the client from the London Holistic client register.

* Permanently refuse future services.

Similarly, any cleaner who accepts or attempts to accept private work from a London Holistic client without authorisation may be removed from the London Holistic cleaning team and will no longer receive future work through the business. These measures are necessary to protect the integrity of the business, ensure fairness to all parties and safeguard the relationships that London Holistic has worked hard to establish. We sincerely appreciate your understanding, cooperation and continued support.

13. Client Responsibilities

At London Holistic, we are committed to delivering a professional, reliable and high-quality cleaning service. To help us achieve the best possible results, we kindly ask all clients to meet the responsibilities outlined below. These responsibilities help ensure that our team can work safely, efficiently and without unnecessary interruption.

13.1 Providing Accurate Information. Clients are responsible for providing accurate and up-to-date information relating to their booking. This includes informing us of:

- * The correct property address.
- * Contact details.
- * Access arrangements.
- * Parking information.
- * Any changes to the booking.
- * Any known hazards within the property.
- * Any special cleaning requirements.

Failure to provide accurate information may result in delays or the inability to complete the service.

13.2 Providing Safe Access. Clients must ensure that our team can gain safe and timely access to the property at the agreed appointment time. Where keys, lockboxes, entry codes or alarm instructions have been provided, clients are responsible for ensuring these details are accurate and operational. If our team cannot gain access upon arrival, the appointment may be treated as a late cancellation and charges may apply in accordance with our Cancellation Policy.

13.3 Safe Working Environment. Clients are responsible for providing a safe working environment for our staff. This includes ensuring that:

- * Floors are reasonably safe to walk on.
- * Dangerous hazards have been identified.
- * Aggressive behaviour is not present.
- * Unsafe electrical equipment is not knowingly used.
- * Hazardous substances are disclosed.
- * Building works likely to affect safety are communicated in advance.

We reserve the right to suspend or terminate cleaning where we reasonably believe the environment presents a risk to health or safety.

13.4 Pets. We understand that many clients have much-loved pets. Clients are kindly asked to:

- * Inform us in advance if pets will be present.
- * Ensure that aggressive or unpredictable animals are safely secured before our arrival.
- * Advise us of any animals requiring special consideration.

Whilst we are happy to work in homes with pets, the safety of both our staff and your animals remains a priority.

13.5 Children & Vulnerable Persons. Where young children or vulnerable persons are present during a cleaning appointment, clients remain responsible for their supervision at all times. Our team cannot assume responsibility for childcare, supervision or personal care whilst carrying out cleaning duties.

13.6 Utilities. Clients are responsible for ensuring that essential utilities remain available throughout the appointment, including:

- * Running water.
- * Electricity.
- * Heating where reasonably required.

Without these utilities, we may be unable to complete certain aspects of the cleaning service.

13.7 Personal Belongings. Clients are encouraged to secure or safely store:

- * Cash.
- * Jewellery.
- * Important documents.
- * Valuables.
- * Fragile sentimental items.
- * Confidential information.

Whilst our team exercises the utmost care and professionalism, we recommend that particularly valuable or irreplaceable items are safely stored before the appointment.

13.8 Property Preparation. To help us work efficiently, clients are kindly requested to:

- * Remove excessive clutter where reasonably possible.
- * Ensure access to all areas included within the booking.
- * Empty cupboards and appliances where internal cleaning has been requested.
- * Inform us of any fragile or delicate items requiring particular care.

This enables our team to maximise the time available for cleaning.

13.9 Communication. Clients are encouraged to notify us as soon as possible if:

- * Their contact details change.
- * Access arrangements change.
- * They need to amend a booking.
- * There are concerns regarding a completed service.
- * There are any special requests or additional requirements.

Open communication allows us to provide the best possible service.

13.10 Respectful Behaviour. We are committed to providing a respectful working environment for both our clients and our cleaning team. We ask that all clients treat our staff with courtesy, dignity and respect at all times. London Holistic has a zero-tolerance approach to:

- * Verbal abuse.
- * Threatening behaviour.
- * Harassment.
- * Discrimination.
- * Intimidation.
- * Violence.
- * Sexual harassment or inappropriate conduct towards any member of our team.

Where such behaviour occurs, London Holistic reserves the right to immediately terminate the cleaning service, cancel future appointments and end the Client Service Agreement without notice.

13.11 Payment Responsibilities. Clients agree to pay all agreed charges in accordance with the payment terms set out within this Agreement. This includes cancellation charges, additional services that have been authorised and any outstanding balances due.

14. Property Access, Keys & Security, Alarm Procedures

14. Property Access, Keys & Security, Alarm Procedures

14. Property Access, Keys & Security, Alarm Procedures

At London Holistic, providing safe, timely and reliable access to your property is essential to delivering the high standard of service we are committed to providing. To ensure appointments run smoothly and efficiently, we kindly ask all clients to make suitable access arrangements before the scheduled cleaning appointment. At London Holistic, we recognise that providing us with access to your home or workplace is an act of trust. At London Holistic, we understand that many of our clients rely on security alarm systems to protect their homes and businesses. Where alarm systems are in operation, we are committed to following the access instructions provided by the client carefully and professionally.

14.1 Access Arrangements. Clients are responsible for ensuring that our cleaning team can gain entry to the property at the agreed appointment time. Access may be provided by:

- * The client being present.
- * A trusted family member or representative.
- * A key provided to London Holistic.
- * A secure key safe or lockbox.
- * A concierge or reception service.
- * Any other agreed method of access.

Please ensure that any access instructions provided are clear, accurate and up to date.

14.2 Keys & Key Safes. Where clients choose to provide keys or key safe access, we will treat them with the utmost care and responsibility. Keys will only be used for the purpose of providing the agreed cleaning service and will never be duplicated, shared or used for any unauthorised purpose. If access codes or lockbox combinations change, clients must notify Sarah before the next scheduled appointment.

Entrusted Keys. Where clients choose to provide London Holistic with a key to their property, every key will be handled responsibly and used solely for the purpose of providing the agreed cleaning service. Keys will never be used for any personal purpose or to gain access to a property outside of authorised appointments.

Key Identification. For security reasons, any keys retained by London Holistic will not be labelled with the client's full name, address or any other information that could identify the property should the key be lost or stolen. Where practical, keys may be identified using an internal reference system known only to London Holistic.

Key Storage. Any keys temporarily held by London Holistic will be stored securely when not in use and handled only by authorised members of the business. We take reasonable precautions to protect keys from loss, theft or unauthorised access.

Key Safes & Lockboxes. Many clients choose to use secure key safes or lockboxes. Where this method of access is used, clients are responsible for ensuring that:

- * The key safe is functioning correctly.
- * Access codes are accurate.
- * Codes are updated whenever necessary.
- * Sarah is informed promptly of any changes before the next scheduled appointment.

Property Security During the Appointment. Whilst carrying out our services, our team will take reasonable care to help maintain the security of your property.

Where appropriate, we will endeavour to:

- * Ensure entrance doors remain secure.
- * Close windows that have been opened during cleaning where instructed to do so.
- * Keep keys in a safe location during the appointment.
- * Prevent unauthorised access to the property whilst cleaning is in progress.

Securing the Property Upon Departure. Before leaving the property, our team will make every reasonable effort to:

- * Lock all agreed doors.
- * Return keys to the agreed location.
- * Secure windows where instructed.
- * Activate alarm systems where requested.
- * Leave the property in accordance with the access instructions provided.

If specific departure procedures are required, clients should communicate these to Sarah before the appointment.

Lost or Damaged Keys. Although we take every reasonable precaution when handling keys, should a key be lost or damaged due to our negligence, London Holistic will notify the client as soon as reasonably possible and work with them to resolve the matter fairly and promptly.

Client Responsibilities. Clients are responsible for:

- * Providing working keys where required.
- * Ensuring locks are in good working order.
- * Providing accurate alarm and access instructions.
- * Informing us immediately of any changes to locks, keys or access arrangements.
- * Advising us of any additional security requirements before the appointment.

Confidentiality & Discretion. Our cleaners may occasionally become aware of personal information or private aspects of a client's home or workplace while carrying out their duties. London Holistic is committed to treating all such information with the strictest confidence. Our team will not discuss, disclose or share information regarding a client's property, belongings, routines or personal circumstances with any unauthorised person, except where required by law or where necessary to protect the safety of individuals or property. Professional discretion is a core value of our business and is expected of every member of the London Holistic team.

14.3 Alarm Systems. Where alarm systems are installed, clients are responsible for providing clear instructions together with the correct access and exit procedures. London Holistic cannot accept responsibility for false alarm activations where incorrect or incomplete instructions have been provided.

Providing Alarm Information. Where an alarm system is used, clients are responsible for providing Sarah with:

- * The correct alarm access code.
- * Clear instructions for disarming the alarm upon arrival.
- * Clear instructions for reactivating the alarm before departure.
- * Any time restrictions relating to the alarm system.
- * Details of any special operating procedures that may apply.

This information should be provided before the first cleaning appointment and updated immediately if any changes are made.

Changes to Alarm Codes. If an alarm code is changed at any time, clients must notify Sarah before the next scheduled appointment. Failure to provide updated information may prevent our team from accessing the property or securing it correctly after the cleaning service has been completed.

Confidential Handling of Alarm Information. Any alarm codes or security information provided to London Holistic will be treated as strictly confidential. Access to this information will be limited to those who require it for the purpose of providing the agreed cleaning service. Alarm information will never be disclosed to unauthorised persons except where required by law.

Alarm Activation During Cleaning. Whilst carrying out our services, our team will take reasonable care to avoid activating alarm systems unnecessarily. However, London Holistic cannot accept responsibility for alarm activations resulting from:

- * Incorrect or incomplete instructions.
- * Incorrect alarm codes.
- * Faulty alarm systems.
- * Power failures or technical malfunctions.
- * Changes to alarm settings that have not been communicated to us.

Securing the Property Before Departure. Where requested by the client, our team will make every reasonable effort to:

- * Ensure all agreed doors and windows are secured.
- * Exit the property in accordance with the client's instructions.
- * Reactivate the alarm system before leaving.
- * Return keys to the agreed location.

If we are unable to set the alarm due to incorrect information, equipment failure or circumstances beyond our control, we will endeavour to notify the client as soon as reasonably practicable.

Client Responsibilities. To assist us in protecting your property, clients are responsible for:

- * Providing accurate alarm instructions.
- * Ensuring the alarm system is in good working order.
- * Informing us of any updates to alarm codes or procedures.
- * Advising us of any temporary faults or maintenance issues.
- * Providing an alternative point of contact where appropriate if assistance is required during the appointment.

Our Commitment. The security of your property is extremely important to us. Every member of the London Holistic team is expected to follow your alarm procedures carefully, handle security information responsibly and take reasonable steps to ensure your property is left secure at the end of every visit. Our aim is to provide complete peace of mind by combining professional cleaning with responsible and trustworthy working practices.

14.4 Missed Access. If our team arrives at the agreed appointment time and cannot gain access to the property due to circumstances beyond our control, including but not limited to:

- * The client not being present.
- * Incorrect keys being supplied.
- * Incorrect access codes.
- * Faulty locks.
- * Access being refused.
- * No response from the client.
- * Building access restrictions.

The appointment may be treated as a late cancellation. Where this occurs, **the full cost of the booked appointment may remain payable in accordance with our Cancellation Policy, as the appointment time has been reserved exclusively for the client.**

14.5 Delays. If our team experiences unexpected delays in gaining access to the property, the cleaning appointment may need to be shortened in order to avoid affecting later bookings. Where additional time is required and our schedule permits, this may be arranged subject to availability and additional charges where applicable.

14.6 Client Presence. Clients are welcome to remain at the property whilst the cleaning service is being carried out. Alternatively, many clients choose to provide access and return once the cleaning has been completed. Whichever option you choose, our team will always conduct themselves professionally, respectfully and with complete discretion.

14.7 Restricted Areas. If there are any rooms, cupboards, storage areas or parts of the property that you do not wish us to access, please let us know before the appointment begins. Our team will fully respect any reasonable restrictions and only clean the areas agreed as part of your booking.

14.8 Security of the Property. Upon completion of the cleaning service, our team will make every reasonable effort to ensure that:

- * Doors and windows used during the appointment are secured.
- * Keys are returned or stored in accordance with your instructions.
- * Alarm systems are set where requested and appropriate.
- * The property is left secure upon departure.

Clients are responsible for ensuring that the access instructions provided are accurate and that any security systems are functioning correctly.

14.9 Changes to Access Arrangements. If your access arrangements change at any time, please notify Sarah as soon as possible. Providing updated information in advance helps us avoid delays and ensures your appointment can proceed as planned.

15. Parking & Access Charges

At London Holistic, we aim to arrive promptly and fully prepared for every scheduled appointment. To help us deliver our services efficiently, clients are responsible for ensuring that suitable parking and property access arrangements are available where required.

15.1 Where parking restrictions or access charges apply, we kindly ask that these are considered before the appointment is confirmed.

15.2 Client Responsibility. Clients are responsible for informing Sarah, at the time of booking, of any parking restrictions or access requirements that may affect our ability to attend the property. Examples include, but are not limited to:

- * Controlled Parking Zones (CPZs).
- * Permit-only parking.
- * Pay-and-display parking.
- * Private residential parking.
- * Underground or multi-storey car parks.
- * Gated developments.
- * Concierge-controlled access.
- * Vehicle height restrictions.
- * Congestion affecting property access.

Providing this information in advance helps us arrive on time and avoids unnecessary delays.

15.3 Parking Charges. Where paid parking is the only reasonable option available, all parking charges incurred whilst providing the agreed cleaning service are the responsibility of the client. This includes, where applicable:

- * Pay-and-display parking fees.
- * Private car park charges.
- * Visitor parking permits.
- * Parking permits supplied by building management.
- * Any other reasonable parking costs necessarily incurred in attending the appointment.

Where possible, parking charges will be agreed with the client in advance.

15.4 Access Charges. If a property is located within a development or building that requires an access fee, visitor pass or similar charge for entry, the client is responsible for arranging and covering those costs unless otherwise agreed in writing.

15.5 Parking Fines & Penalty Charges. Clients are expected to provide accurate information regarding parking arrangements. Where a parking penalty or charge is incurred directly because incorrect or incomplete parking instructions were provided by the client, or where a promised permit or parking space is unavailable, London Holistic reserves the right to recover the reasonable cost of that penalty from the client. This provision does not apply where the penalty results from the cleaner's own negligence or failure to comply with parking regulations.

15.6 Delays Caused by Parking or Access. If our team experiences delays due to unavailable parking, restricted access or incorrect information provided by the client, the appointment may need to be shortened in order to avoid disrupting later bookings. Where additional time is required and our schedule permits, this may be arranged subject to availability and additional charges.

15.7 Alternative Arrangements. Where suitable parking cannot reasonably be provided, we will always do our best to work with the client to find a practical solution before the appointment. This may include:

- * Providing a visitor parking permit.
- * Reserving a parking space.
- * Reimbursing parking costs.
- * Meeting us at the property entrance.
- * Rearranging the appointment if necessary

16. Utilities

To enable London Holistic to provide a safe, efficient and high-quality cleaning service, clients are responsible for ensuring that essential utilities are available throughout the duration of the cleaning appointment. Access to these utilities is necessary for many aspects of the services we provide.

16.1 Electricity. Clients must ensure that a safe and functioning electricity supply is available during the appointment. Electricity may be required for:

- * Vacuum cleaners.
- * Steam cleaners (where applicable).
- * Lighting.
- * Electrical cleaning equipment.
- * Other cleaning appliances used as part of the agreed service.

16.2 Running Water. Clients must ensure that a supply of clean running water is available throughout the appointment. Running water is essential for:

- * Cleaning bathrooms.

- * Cleaning kitchens.
- * Mopping floors.
- * Rinsing cloths and equipment.
- * General sanitation and hygiene.

16.3 Heating & Lighting. Where reasonably possible, clients should ensure that the property has sufficient lighting to allow our team to work safely. During colder months, reasonable heating may also be required to provide a safe and comfortable working environment, particularly during longer appointments.

16.4 Utility Interruptions. If essential utilities become unavailable before or during the appointment due to circumstances beyond our control, we may be unable to complete all or part of the agreed cleaning service. Where this occurs, we will discuss the available options with the client, which may include:

- * Completing the tasks that remain possible.
- * Rearranging the appointment.
- * Returning at a later date, subject to availability.
- * Applying additional charges where a return visit becomes necessary due to the lack of essential utilities.

16.5 Client Responsibility. Clients are kindly requested to inform Sarah as soon as reasonably possible if they become aware of any issue that may affect the availability of essential utilities before a scheduled appointment. Early communication allows us to discuss suitable arrangements and minimise any disruption to your service.

17. Cleaning Products & Equipment

At London Holistic, we are committed to using appropriate cleaning products and equipment to deliver a professional, safe and high-quality cleaning service. The products and equipment used during your appointment will depend upon the type of cleaning service booked, the surfaces being cleaned and any specific instructions agreed with you in advance.

17.1 Our priority is to achieve the best possible cleaning results whilst taking reasonable care to protect your property and belongings.

17.2 Products Supplied by London Holistic. Unless otherwise agreed, London Holistic will provide the cleaning products and equipment required to carry out the agreed cleaning service. Our products are selected based on their suitability for a range of household and commercial cleaning tasks. Where appropriate, we aim to use products that are effective, safe and suitable for the surfaces being cleaned.

17.3 Client-Supplied Products. Some clients prefer us to use their own cleaning products. We are happy to do so where reasonably practical, provided the products are:

- * Clearly labelled.
- * Safe for their intended purpose.
- * Suitable for the surfaces being cleaned.
- * In good condition and within their expiry date where applicable.

Clients are responsible for ensuring that any products they provide are appropriate for use within their property. If we believe a product may damage a surface or present a health and safety risk, we reserve the right not to use it.

17.4 Client-Supplied Equipment. Where agreed, clients may request that we use equipment provided at the property, such as:

- * Vacuum cleaners.
- * Steam mops.
- * Floor polishers.
- * Specialist dusting equipment.

Whilst our team will use reasonable care when operating client-owned equipment, London Holistic cannot accept responsibility for breakdowns or failures resulting from normal wear and tear, pre-existing faults or poor maintenance. If equipment appears unsafe or unsuitable for use, we reserve the right not to operate it.

17.5 Protecting Your Property. Our team will always take reasonable care when selecting and using cleaning products. However, some surfaces require specialist products or treatment due to their age, material or condition. Clients are kindly requested to advise us in advance if their property contains:

- * Natural stone surfaces.
- * Marble or granite.
- * Antique furniture.
- * Delicate wood finishes.
- * Specialist flooring.
- * Valuable artwork.
- * High-value fixtures or fittings.
- * Any surface requiring specialist cleaning methods.

Where appropriate, we may recommend that specialist cleaning products or contractors are used.

17.6 Health & Safety. For the safety of our clients and our team:

- * Cleaning products should be stored safely before and after use.
- * Products should never be mixed unless specifically designed for that purpose.
- * Our team will follow manufacturer guidance when using cleaning products.
- * We reserve the right not to use any product we reasonably believe could damage property or present a health and safety risk.

17.7 Allergies & Sensitivities. If any member of your household or workplace has allergies, asthma, chemical sensitivities or specific product preferences, please inform Sarah before your appointment. Where reasonably possible, we will endeavour to accommodate your requirements, although this may depend upon product availability and the nature of the cleaning service requested.

17.8 Equipment Maintenance. London Holistic takes pride in maintaining its equipment to a professional standard. Our equipment is regularly checked to ensure it is clean, suitable for use and capable of delivering the high-quality service our clients expect.

17.9 Our Commitment. Using the right products and equipment is an important part of delivering exceptional cleaning results. At London Holistic, we are committed to selecting appropriate cleaning methods for every property, treating your home or workplace with care and carrying out every appointment safely, professionally and with meticulous attention to detail. Our aim is to leave every property clean, fresh and well cared for while protecting the surfaces and belongings that matter most to you.

18. Eco-Friendly Cleaning Options

We are committed to using appropriate cleaning products and equipment to deliver a professional, safe and high-quality cleaning service. The products and equipment used during your appointment will depend upon the type of cleaning service booked, the surfaces being cleaned and any specific instructions agreed with you in advance. Our priority is to achieve the best possible cleaning results whilst taking reasonable care to protect your property and belongings.

18.1 Products Supplied by London Holistic. Unless otherwise agreed, London Holistic will provide the cleaning products and equipment required to carry out the agreed cleaning service. Our products are selected based on their suitability for a range of household and commercial cleaning tasks. Where appropriate, we aim to use products that are effective, safe and suitable for the surfaces being cleaned.

18.2 Client-Supplied Products. Some clients prefer us to use their own cleaning products. We are happy to do so where reasonably practical, provided the products are:

- * Clearly labelled.
- * Safe for their intended purpose.
- * Suitable for the surfaces being cleaned.
- * In good condition and within their expiry date where applicable.

Clients are responsible for ensuring that any products they provide are appropriate for use within their property. If we believe a product may damage a surface or present a health and safety risk, we reserve the right not to use it.

18.3 Client-Supplied Equipment. Where agreed, clients may request that we use equipment provided at the property, such as:

- * Vacuum cleaners.
- * Steam mops.
- * Floor polishers.
- * Specialist dusting equipment.

Whilst our team will use reasonable care when operating client-owned equipment, London Holistic cannot accept responsibility for breakdowns or failures resulting from normal wear and tear, pre-existing faults or poor maintenance. If equipment appears unsafe or unsuitable for use, we reserve the right not to operate it.

18.4 Protecting Your Property. Our team will always take reasonable care when selecting and using cleaning products. However, some surfaces require specialist products or treatment due to their age, material or condition. Clients are kindly requested to advise us in advance if their property contains:

- * Natural stone surfaces.
- * Marble or granite.
- * Antique furniture.
- * Delicate wood finishes.
- * Specialist flooring.
- * Valuable artwork.
- * High-value fixtures or fittings.
- * Any surface requiring specialist cleaning methods.

Where appropriate, we may recommend that specialist cleaning products or contractors are used.

18.5 Health & Safety. For the safety of our clients and our team:

- * Cleaning products should be stored safely before and after use.
- * Products should never be mixed unless specifically designed for that purpose.
- * Our team will follow manufacturer guidance when using cleaning products.
- * We reserve the right not to use any product we reasonably believe could damage property or present a health and safety risk.

18.6 Allergies & Sensitivities. If any member of your household or workplace has allergies, asthma, chemical sensitivities or specific product preferences, please inform Sarah before your appointment. Where reasonably possible, we will endeavour to accommodate your requirements, although this may depend upon product availability and the nature of the cleaning service requested.

18.7 Equipment Maintenance. London Holistic takes pride in maintaining its equipment to a professional standard. Our equipment is regularly checked to ensure it is clean, suitable for use and capable of delivering the high-quality service our clients expect.

19. Pets, Animals, Children & Vulnerable People

Many of our clients share their homes with much-loved pets, young children or vulnerable family members. We are committed to providing a professional cleaning service whilst maintaining a safe, respectful and considerate environment for everyone within the property. To help ensure appointments run smoothly and safely, we kindly ask clients to read and observe the following guidance.

19.1 Pets & Animals. We are pleased to work in homes where pets are present and appreciate that they are valued members of the family. To help us carry out our work safely, clients are kindly requested to:

- * Inform Sarah before the appointment if pets will be present.
- * Advise us of any animals that may be nervous, protective or unpredictable.
- * Ensure aggressive or potentially dangerous animals are securely contained before our arrival.
- * Inform us of any pets with special care requirements or areas of the property that should not be accessed.

Whilst our team will always treat animals with kindness and respect, we cannot accept responsibility for supervising, handling or caring for pets during the cleaning appointment.

19.2 Escaped Pets. Clients remain responsible for ensuring that pets cannot escape whilst cleaners are entering or leaving the property. Where possible, our team will exercise reasonable care when opening and closing doors. However, London Holistic cannot accept responsibility if a pet escapes due to inadequate restraint or supervision by the client.

19.3 Cleaning Around Pets. Where pets remain within the property during the appointment, our team will take reasonable care to work around them safely. However, we reserve the right to postpone or suspend cleaning if an animal displays behaviour that could place our staff or the animal itself at risk. The safety of both our team and your pets will always remain our priority.

19.4 Children. We understand that children may be present during our visits. Parents or guardians remain fully responsible for supervising their children throughout the cleaning appointment. Whilst our cleaners will always act courteously and responsibly, they are unable to provide childcare or supervise children whilst carrying out their cleaning duties. Clients are kindly requested to ensure that children do not interfere with cleaning equipment, chemicals or any work being undertaken.

19.5 Vulnerable Persons. We are committed to treating all clients with dignity, patience and respect. Where elderly persons, individuals with disabilities or other vulnerable persons are present, our team will always conduct themselves professionally and with consideration for their comfort and wellbeing. However, our cleaning staff are employed to provide cleaning services only. They are not trained or insured to provide personal care, medical assistance, lifting, supervision or support services. Clients remain responsible for ensuring that appropriate care arrangements are in place throughout the appointment where required.

19.6 Health & Safety. Cleaning equipment and products may present risks if handled incorrectly. For this reason, clients are kindly asked to ensure that:

- * Children are appropriately supervised.
- * Pets are kept away from cleaning products where reasonably possible.
- * Walkways remain clear.
- * Any medical equipment or mobility aids that require special care are brought to our attention before cleaning begins.

If our team reasonably believes that continuing the cleaning service could place any person or animal at risk, we reserve the right to suspend or discontinue the appointment until it is safe to proceed.

19.7 Respect & Consideration. London Holistic believes every client deserves to be treated with kindness, dignity and respect. Our team is expected to conduct themselves professionally at all times and to show patience, courtesy and understanding towards every member of your household or workplace.

Likewise, we kindly ask that our staff are treated with the same courtesy and respect throughout every appointment.

20. Health & Safety

The health, safety and wellbeing of our clients, our cleaning team and all persons present at the property are of the utmost importance. To help us provide a safe and efficient cleaning service, clients are responsible for ensuring that the property offers a safe working environment during every appointment.

20.1 Providing a Safe Environment. Clients are kindly requested to ensure that the property is reasonably safe for our team to carry out the agreed cleaning service. This includes, where reasonably possible:

- * Providing clear and safe access to the property.
- * Ensuring floors and walkways are free from unnecessary hazards.
- * Informing us of any damaged flooring, loose carpets, uneven surfaces or other trip hazards.
- * Advising us of any known electrical faults or defective appliances.
- * Informing us of any maintenance issues that may affect safety.

20.2 Hazardous Materials. For the safety of everyone involved, clients must inform Sarah in advance if the property contains any hazardous materials or substances that may affect the cleaning service. This may include, but is not limited to:

- * Hazardous chemicals.
- * Biological hazards.
- * Excessive mould contamination.
- * Pest infestations.
- * Sharps or medical waste.
- * Dangerous structural damage.
- * Any other condition that may present a risk.

Where such hazards exist, London Holistic reserves the right to postpone, suspend or decline the service until the property can be cleaned safely.

20.3 Safe Access to Working Areas. Clients are responsible for ensuring that the areas included within the cleaning appointment can be accessed safely. Where an area presents an unreasonable risk of injury or damage, our team may decide not to clean that area. This may include situations involving:

- * Unsafe staircases.
- * Unstable flooring.
- * Unsafe electrical fittings.
- * Restricted or dangerous access.
- * Excessive clutter that prevents safe movement around the property.

20.4 Children & Pets. For safety reasons, clients remain responsible for supervising children and ensuring that pets do not interfere with cleaning activities or equipment. This helps reduce the risk of accidents and allows our team to carry out their work safely and efficiently.

20.5 Utilities. Clients are responsible for ensuring that essential services, including electricity and running water, are available throughout the cleaning appointment unless otherwise agreed. If these services are unavailable, we may be unable to complete all or part of the agreed cleaning service. Electrical appliances must be PAT tested, and must not cause electrocution or minor electric shocks to either Sarah or her cleaners. This includes mains plug sockets. The cleaners will do all they can to keep water away from electrics as they are cleaning.

20.6 Medical Conditions & Special Requirements. If there are any medical conditions, mobility considerations or other circumstances that may affect how we carry out the cleaning service, we kindly ask clients to inform Sarah before the appointment wherever reasonably possible. This allows us to plan the visit appropriately and provide the best possible service.

20.7 Right to Suspend or Decline Work. London Holistic reserves the right to refuse, suspend or discontinue any cleaning service where our team reasonably believes that continuing would present a risk to the health, safety or wellbeing of our staff, our clients or any other person present. Where possible, we will explain the reason for our decision and discuss any appropriate alternative arrangements.

21. Respectful Behaviour Policy

Every person deserves to be treated with dignity, courtesy and respect. We are committed to providing an environment in which our clients and our cleaning team feel safe, valued and respected at all times. Mutual respect is fundamental to maintaining a positive and professional working relationship, and we ask that all clients support this commitment throughout every interaction with our business.

21.1 Our Commitment to You. Every member of the London Holistic team is expected to:

- * Behave professionally and courteously.
- * Treat clients and members of their household with respect.
- * Respect your home, belongings and privacy.
- * Communicate politely and honestly.
- * Carry out their work with professionalism and integrity.

We expect the same standard of courtesy and respect in return.

21.2 Expected Standards of Behaviour. Clients are expected to communicate with our team in a respectful and appropriate manner at all times. We appreciate that concerns or misunderstandings may occasionally arise. If they do, we ask that they are discussed calmly and respectfully so that we can work together to reach a fair resolution.

21.3 Unacceptable Behaviour. London Holistic operates a zero-tolerance policy towards behaviour that places the wellbeing, dignity or safety of our staff at risk. Examples of unacceptable behaviour include, but are not limited to:

- * Verbal abuse.
- * Aggressive or intimidating behaviour.
- * Threats or threatening language.
- * Harassment or bullying.
- * Discrimination on the grounds of age, disability, race, religion, sex, sexual orientation or any other protected characteristic.
- * Racist, sexist or offensive remarks.
- * Swearing directed at members of our team.
- * Deliberate damage to equipment belonging to London Holistic.
- * Any behaviour that causes our staff to feel unsafe or distressed.

21.4 Sexual Harassment. London Holistic has an absolute zero-tolerance policy towards sexual harassment or inappropriate conduct. This includes, but is not limited to:

- * Unwanted physical contact.
- * Sexual comments or jokes.
- * Inappropriate questions of a personal or sexual nature.
- * Suggestive remarks.
- * Unwanted advances.

- * Requests for dates or personal relationships.
- * Sending inappropriate messages, images or social media contact requests to members of our team.
- * Any behaviour that causes a member of staff to feel uncomfortable, intimidated or unsafe.

Our cleaners have the right to work in an environment free from harassment and intimidation.

21.5 Alcohol & Drugs. If a client is under the influence of alcohol or drugs to the extent that our team reasonably believes their safety may be affected, London Holistic reserves the right to suspend or terminate the appointment. The full appointment fee may still be payable where the service cannot safely proceed.

21.6 Right to End the Appointment. Where a member of our team reasonably believes that unacceptable behaviour has occurred or that their safety or wellbeing is at risk, they may immediately leave the property without completing the cleaning service. The incident will be reported to Sarah, who will review the circumstances before deciding whether future services will continue.

Where appropriate, the full cost of the scheduled appointment may remain payable.

21.7 Termination of Services. Serious misconduct or repeated breaches of this Respectful Behaviour Policy may result in:

- * Immediate termination of this Client Service Agreement.
- * Cancellation of all future bookings.
- * Removal from the London Holistic client register.
- * Refusal of future services.

London Holistic reserves the right to take these steps where necessary to protect the wellbeing of its staff and the integrity of the business.

21.8 Our Commitment to You. Every member of the London Holistic team is expected to:

- * Behave professionally and courteously.
- * Treat clients and members of their household with respect.
- * Respect your home, belongings and privacy.
- * Communicate politely and honestly.
- * Carry out their work with professionalism and integrity.

We expect the same standard of courtesy and respect in return.

22. Confidentiality & Privacy

Inviting a cleaning professional into your home or workplace requires a high level of trust. During the course of providing our services, our team may become aware of personal information, private conversations or aspects of your home or business that are not intended for public disclosure. We recognise the importance of protecting your privacy and are committed to maintaining the highest standards of confidentiality at all times.

22.1 Our Commitment to Confidentiality. Every member of the London Holistic team is expected to conduct themselves with complete professionalism, honesty and discretion. Information obtained whilst carrying out our cleaning services will be treated as confidential and will not be discussed with unauthorised persons. This includes, but is not limited to:

- * Information regarding your home or property.
- * Your personal belongings.
- * Your family or household.
- * Your daily routines.
- * Your business or workplace.

- * Documents or paperwork visible within the property.
- * Security arrangements.
- * Keys, alarm systems and access procedures.

Our cleaners are expected to respect your privacy at all times.

22.2 Privacy Within Your Home. Whilst cleaning your property, our team will only access the areas included within the agreed cleaning service unless otherwise instructed by you. If there are rooms, cupboards or areas that you do not wish us to enter, please let Sarah know before your appointment and we will happily respect your wishes.

22.3 Photography & Recording. To protect the privacy of our clients, members of the London Holistic team will not take photographs or video recordings inside your property unless:

- * You have given your prior permission; or
- * The images are reasonably required to document accidental damage, health and safety concerns or another legitimate business purpose.

Any photographs taken for legitimate business purposes will be handled responsibly and treated as confidential.

22.4 Client Information. Any personal information provided to London Holistic for the purpose of arranging or managing your cleaning service will be used only as necessary to deliver our services, communicate with you and administer your account. We take reasonable steps to protect the confidentiality of the information you provide.

22.5 Respect for Personal Property. Our team understands that homes and workplaces often contain personal, confidential and sentimental items. Whilst carrying out our duties, our cleaners will not intentionally examine, read or interfere with personal correspondence, paperwork, electronic devices or other private possessions unless doing so is necessary to complete the agreed cleaning service.

22.6 Legal Disclosure. There may be limited circumstances in which London Holistic is required by law to disclose information to the appropriate authorities. Except where required by law, client information will remain confidential.

22.7 Mutual Privacy. Just as we are committed to protecting your privacy, we kindly ask that the privacy of our cleaners is also respected. Clients should not record, photograph or publish images or personal information relating to members of the London Holistic team without their knowledge and consent, except where permitted by law.

22.8 Our Commitment. Trust is one of the foundations upon which London Holistic has been built. We appreciate the confidence our clients place in us every time we enter their home or workplace. For this reason, we are committed to treating every property, every conversation and every piece of personal information with the utmost discretion, professionalism and respect. Protecting your privacy is not simply part of our service—it is one of our core values.

23. GDPR & Data Protection

Protecting your personal information and respecting your privacy is a high priority to us. We recognise that our clients place their trust in us when providing personal information and when allowing us access to their homes and workplaces. We take that responsibility seriously and are committed to handling personal information fairly, lawfully and securely. This section explains how we collect, use, store and protect personal information in connection with the cleaning services we provide.

23.1 Our Commitment. London Holistic aims to process personal information in accordance with applicable data protection legislation within the United Kingdom, including:

- * The UK General Data Protection Regulation (UK GDPR).
- * The Data Protection Act 2018.
- * The Privacy and Electronic Communications Regulations (PECR), where applicable.

We are committed to processing personal information lawfully, fairly and transparently and only for legitimate business purposes.

23.2 The Information We May Collect. In order to provide our cleaning services, we may collect information including:

- * Your full name.
- * Property address.
- * Billing address (where different).
- * Telephone number(s).
- * Email address.
- * Emergency contact details (where provided).
- * Property access instructions.
- * Key safe or lockbox information.
- * Alarm procedures.
- * Preferred appointment dates and times.
- * Payment information necessary to process invoices.
- * Records of bookings, quotations and appointments.
- * Correspondence between you and London Holistic.
- * Service notes relevant to your cleaning requirements.
- * Information regarding pets where relevant to our service.
- * Any reasonable adjustments or instructions you choose to provide to help us deliver your cleaning service.

We only collect information that is reasonably necessary for providing and managing our services.

23.3 How We Use Your Information. Your personal information may be used for purposes including:

- * Arranging and confirming appointments.
- * Providing cleaning services.
- * Communicating with you regarding your bookings.
- * Responding to enquiries.
- * Preparing quotations and invoices.
- * Processing payments.
- * Managing cancellations or amendments.
- * Allocating cleaners to appointments.
- * Maintaining service records.
- * Improving customer service.
- * Meeting our legal and regulatory obligations.
- * Protecting the rights, safety and legitimate interests of London Holistic, our clients and our staff.

We will not use your personal information for purposes that are incompatible with these objectives without a lawful basis for doing so.

23.4 Lawful Basis for Processing. Where required by law, London Holistic will process personal information only where there is an appropriate lawful basis under the UK GDPR. Depending upon the circumstances, this may include:

- * Processing necessary to perform our contract with you.
- * Processing necessary to comply with legal obligations.
- * Processing necessary for our legitimate business interests, provided these do not override your rights and freedoms.

* Your consent, where consent is required.

23.5 Sharing Your Information. London Holistic respects your privacy. We do not sell, rent or trade your personal information to third parties. We may share information only where reasonably necessary, including:

- * With members of the London Holistic cleaning team where required to deliver your cleaning service.
- * With trusted service providers who assist in operating our business (such as secure accounting, payment or scheduling systems).
- * Where disclosure is required by law, court order or a competent public authority.
- * Where necessary to establish, exercise or defend legal claims.

Any sharing of information will be limited to what is reasonably necessary for the relevant purpose.

23.6 Data Security. We take reasonable technical and organisational measures to help protect personal information against:

- * Unauthorised access.
- * Accidental loss.
- * Unlawful disclosure.
- * Alteration.
- * Misuse.
- * Destruction.

Whilst no electronic or paper-based system can ever be guaranteed to be completely secure, we continually seek to protect the information entrusted to us.

23.7 Retention of Information. We will not retain personal information for longer than is reasonably necessary. Information may be retained where necessary for:

- * Ongoing customer relationships.
- * Accounting and tax requirements.
- * Insurance purposes.
- * Legal obligations.
- * Resolving disputes.
- * Protecting the legitimate interests of London Holistic.

Once information is no longer required, we will take reasonable steps to securely delete or dispose of it.

23.8 Your Rights. Subject to applicable law, you may have rights in relation to your personal information, including the right to:

- * Request access to your personal information.
- * Request correction of inaccurate or incomplete information.
- * Request the deletion of personal information where appropriate.
- * Request restriction of processing in certain circumstances.
- * Object to certain types of processing where permitted by law.
- * Request the transfer of your personal information where applicable.
- * Withdraw consent where processing is based upon your consent (without affecting processing already carried out).

Requests will be considered in accordance with applicable data protection legislation.

23.9 Accuracy of Information. Clients are responsible for informing London Holistic if their contact details or other relevant information changes. Keeping information accurate helps us provide our services safely and efficiently.

23.10 Confidentiality of Property Information. Information relating to your property, access arrangements, alarm procedures, keys, security systems or other confidential household information will be treated with the utmost discretion. Access to this information will be limited to those who require it in order to provide the agreed cleaning service.

23.11 Data Breaches. If London Holistic becomes aware of a personal data breach that is likely to result in a risk to the rights and freedoms of individuals, we will respond appropriately and, where legally required, notify the relevant supervisory authority and affected individuals in accordance with applicable law.

23.12 Questions or Concerns. If you have any questions regarding how London Holistic handles your personal information, we encourage you to contact Sarah in the first instance. We will always seek to resolve any concerns fairly, promptly and professionally. If you remain dissatisfied, you may have the right to raise your concerns with the Information Commissioner's Office (ICO), the UK's independent authority responsible for upholding information rights and data protection legislation.

23.13 Our Commitment. Privacy, confidentiality and trust are fundamental to the relationship we build with our clients. London Holistic is committed to handling personal information responsibly, protecting your privacy and processing your data with honesty, transparency and professionalism. We continually review our practices to help ensure that the personal information entrusted to us is treated with the care, respect and security it deserves.

24. Photography Policy

Clients' homes, workplaces and personal belongings are private. We respect your privacy and are committed to ensuring that any photographs or video recordings taken in connection with our cleaning services are handled professionally, responsibly and with your consent where appropriate. This policy explains the limited circumstances in which photographs may be taken and how they will be used.

24.1 Our Commitment to Privacy. As a general rule, members of the London Holistic team will not photograph or record any part of your property without a legitimate business reason or your permission, except where required by law. Protecting your privacy is one of our highest priorities.

24.2 Reasons We May Take Photographs. From time to time, photographs may be taken for legitimate business purposes, including:

- * Recording the condition of an area before cleaning begins.
- * Recording the results of completed cleaning work.
- * Documenting accidental damage.
- * Recording existing damage or defects observed before work commences.
- * Documenting health and safety concerns.
- * Supporting insurance claims where necessary.
- * Providing evidence where a dispute arises regarding the cleaning service.
- * Preparing quotations where appropriate.

Only photographs that are reasonably necessary for these purposes will be taken.

24.3 Marketing & Social Media. We are proud of the work we carry out and may occasionally wish to share photographs of completed cleaning work on:

- * Our website.
- * Social media platforms.
- * Advertising material.
- * Promotional literature.
- * Business portfolios.

However, we will never use photographs of your property for marketing or promotional purposes without first obtaining your express permission. Your decision will always be respected and will not affect the service we provide.

24.4 Protecting Your Identity. Where permission has been given to use photographs for promotional purposes, London Holistic will take reasonable steps to protect your privacy. Unless you have specifically agreed otherwise:

- * Your name will not be published.
- * Your address will not be disclosed.
- * Personal documents will not be photographed.
- * Family photographs will be avoided or obscured where possible.
- * Valuable possessions will not be intentionally highlighted.
- * Images containing identifiable personal information will not be published.

Our aim is to showcase the quality of our work—not our clients' personal lives.

24.5 Client Photography. Clients are welcome to take photographs of the completed cleaning service for their own personal records. However, we kindly ask that clients respect the privacy of our team. Photographs or video recordings that clearly identify members of the London Holistic team should not be published online or shared publicly without the individual's knowledge and consent, except where permitted by law.

24.6 Storage of Images. Where photographs are taken for legitimate business purposes, they will be stored securely and retained only for as long as reasonably necessary for the purpose for which they were taken. Access will be restricted to authorised persons within London Holistic or those who require access for legitimate business or legal purposes.

24.7 Client Consent. Where client consent is required, it should be given before photographs are taken for promotional or marketing purposes. Clients are free to:

- * Give permission.
- * Decline permission.
- * Withdraw previously given permission for future use.

Choosing not to consent will have no impact whatsoever on the quality or availability of our cleaning services.

25. Breakages & Damage Procedure

We try to treat every property, every possession and every item entrusted to our care with the greatest respect. Our cleaning team is expected to work carefully, professionally and responsibly at all times. Whilst every reasonable effort is made to avoid accidents, we recognise that, on rare occasions, accidental damage may occur. This section explains how such situations will be handled fairly, openly and professionally.

25.1 Our Commitment. If accidental damage occurs whilst carrying out the agreed cleaning service, we are committed to:

- * Acting honestly and transparently.
- * Informing the client as soon as reasonably practicable.
- * Recording the incident where appropriate.
- * Cooperating fully in resolving the matter.
- * Treating every situation fairly and professionally.

We believe that honesty and integrity are fundamental to maintaining our clients' trust.

25.2 Immediate Notification. Where a member of our team becomes aware that accidental damage has occurred, they will notify Sarah as soon as possible. Where reasonably practicable, Sarah or a member of the London Holistic

team will then inform the client promptly, explain what has happened and discuss the next appropriate steps. Where appropriate, photographs may be taken to document the damage.

25.3 Client Responsibility. Clients are kindly requested to inform Sarah before the appointment if their property contains:

- * Fragile or delicate ornaments.
- * Antiques.
- * Collectables.
- * Valuable artwork.
- * Crystal or fine glassware.
- * Specialist furniture.
- * Valuable decorative items.
- * Items of significant sentimental or financial value.

Where possible, we recommend that particularly valuable, irreplaceable or sentimental items are stored safely before the appointment.

25.4 Pre-Existing Damage. London Holistic cannot accept responsibility for damage resulting from:

- * Existing defects.
- * Faulty fixtures or fittings.
- * Loose handles, hinges or fixings.
- * Poorly installed items.
- * Previously damaged furniture.
- * Worn or deteriorated materials.
- * Age-related deterioration.
- * Hidden defects that could not reasonably have been identified before cleaning.

If we notice existing damage before commencing work, we may bring it to the client's attention where reasonably practicable.

25.5 Wear & Tear. Professional cleaning cannot prevent or reverse normal wear and tear. Accordingly, London Holistic cannot accept responsibility for:

- * Fading caused by age.
- * Worn carpets.
- * Discoloured grout.
- * Deteriorated sealant.
- * Aged paintwork.
- * Rust damage.
- * Corrosion.
- * Water damage.
- * Permanent staining.
- * General deterioration associated with age or regular use.

25.6 Items Unsuitable for Cleaning. Where we reasonably believe that cleaning a particular item may result in damage due to its condition, age or material, we reserve the right to decline that aspect of the work. Where appropriate, we will explain our concerns to the client before proceeding.

25.7 Insurance. London Holistic maintains appropriate business insurance appropriate to the nature of our services. Where an incident may be covered by our insurance, we will cooperate fully with the relevant claims process. Any claim will be considered in accordance with the terms, conditions and limitations of the applicable insurance policy.

25.8 Client Claims. If a client believes damage has occurred during the cleaning service, we kindly ask that they notify Sarah as soon as reasonably possible after discovering the issue. Prompt reporting allows us to investigate the matter fairly while the circumstances remain fresh. Where possible, clients may be asked to provide:

- * A description of the damage.
- * Photographs.
- * The date the damage was discovered.
- * Any other relevant information that may assist our investigation.

25.9 Fair Resolution. Every reported incident will be considered individually. Where London Holistic accepts responsibility for accidental damage caused through our negligence, we will work with the client to reach a fair and reasonable resolution. Depending on the circumstances, this may include:

- * Repairing the item where appropriate.
- * Arranging professional repair.
- * Contributing towards replacement where justified.
- * Making an insurance claim where applicable.

Our liability, where established, will be limited to the reasonable value of the item, taking into account its age, condition and normal depreciation, and subject to any applicable legal rights.

25.10 Our Commitment. At London Holistic, we take great pride in the care we show towards every property we enter. Although accidental damage is extremely uncommon, we believe that honesty, transparency and professionalism are the correct response should an incident ever occur. Our commitment is to treat every situation fairly, communicate openly with our clients and work responsibly to achieve a reasonable outcome whilst continuing to provide the high standards of service for which London Holistic is known.

26. Complaints Procedure

Providing an exceptional standard of service and value all feedback from our clients is key to the sustenance and growth of the business. Whilst we strive to ensure every cleaning appointment meets the highest standards, we recognise that there may occasionally be occasions where a client wishes to raise a concern. Our objective is always to resolve complaints promptly, fairly, professionally and consistently.

26.1 Raising a Complaint. If you are dissatisfied with any aspect of the service you have received, we kindly ask that you contact Sarah, the owner of London Holistic, as soon as reasonably possible. All formal complaints, concerns, service issues and requests for investigation must be directed to Sarah and Sarah alone. Sarah is responsible for managing all client relationships, investigating concerns, communicating with the cleaning team where appropriate and determining any necessary resolution. This ensures that every concern is handled consistently, fairly and professionally.

26.2 Communication with Our Cleaning Team. Our cleaners are employed to carry out their cleaning duties and are not authorised to investigate, negotiate or resolve formal complaints on behalf of London Holistic. For this reason, clients are respectfully requested not to raise formal complaints directly with individual cleaners or discuss service concerns with them outside of routine cleaning instructions. This policy exists to:

- * Ensure complaints are investigated fairly.
- * Prevent misunderstandings or conflicting information.
- * Protect the wellbeing of our cleaning team.

- * Maintain professional working relationships.
- * Minimise disruption to scheduled appointments.
- * Ensure all clients receive a consistent and impartial response.

Simple requests made during a cleaning appointment—for example asking for extra attention to a particular room or pointing out an area that has been missed—are, of course, perfectly acceptable. However, if you wish to make a formal complaint about the service, this should always be referred to Sarah.

26.3 Our Investigation Process. Once a complaint has been received, Sarah will:

- * Acknowledge the complaint as soon as reasonably practicable.
- * Review the information provided.
- * Speak with the relevant cleaner or cleaners where necessary.
- * Consider any supporting evidence, including photographs where appropriate.
- * Assess the circumstances fairly and objectively.
- * Respond to the client with the outcome of the investigation.

Where appropriate, we may arrange a revisit, offer another suitable resolution or explain why the service provided met the agreed standard.

26.4 Working Together Respectfully. We kindly ask that complaints are raised respectfully and in good faith.

Our cleaners work extremely hard to provide a high standard of service, and we believe concerns should always be addressed through the appropriate management process rather than directly with individual members of staff. This approach helps maintain a positive working environment, supports staff wellbeing and allows London Holistic to continue providing reliable, consistent service to all clients.

26.5 False or Malicious Complaints. London Holistic takes all complaints seriously. However, where a complaint is found to be knowingly false, malicious or made with the intention of intimidating or unfairly damaging a member of our team or the business, we reserve the right to decline future services and terminate this Client Service Agreement.

26.6 Our Commitment. Every complaint provides us with an opportunity to improve. Sarah is personally committed to ensuring that all concerns are handled professionally, fairly and confidentially. Our aim is always to reach a reasonable resolution while maintaining the high standards of customer care, professionalism and mutual respect upon which London Holistic has been built. By directing all formal complaints through Sarah, we can ensure that every concern is managed consistently, investigated thoroughly and resolved as fairly and efficiently as possible for everyone involved.

27. Quality Guarantee

We take great pride in the quality of our work and are committed to delivering a professional, reliable and consistently high standard of cleaning. Every appointment is carried out with care, attention to detail and respect for your home or workplace. Our goal is not simply to clean your property, but to provide a service that gives you confidence, peace of mind and excellent value. Your satisfaction is important to us, and we genuinely appreciate the trust you place in our business.

27.1 Our Promise. We promise to:

- * Deliver every cleaning service professionally and courteously.
- * Carry out the agreed work to the best of our ability.
- * Treat your property with care and respect.
- * Use appropriate cleaning methods and equipment.
- * Listen to your individual requirements wherever reasonably possible.
- * Maintain clear and honest communication.

* Continually strive to improve the quality of our services.

27.2 If We Miss Something. Although we always aim for perfection, we recognise that, on rare occasions, something may be unintentionally overlooked. If you believe that an area included within your agreed cleaning service has been missed, we kindly ask that you notify Sarah as soon as reasonably practicable after your appointment. Where, following our review, we agree that an agreed task has been unintentionally missed, London Holistic will, where reasonably practicable and subject to availability, arrange for the issue to be rectified at no additional charge. Our objective is always to resolve genuine concerns fairly, promptly and professionally.

27.3 What Our Quality Guarantee Covers. Our Quality Guarantee applies to cleaning tasks that:

- * Formed part of the agreed booking.
- * Were reasonably capable of being completed within the time booked.
- * Were accessible at the time of the appointment.
- * Were not affected by factors outside our reasonable control.

27.4 What Our Quality Guarantee Does Not Cover. Our Quality Guarantee does not apply to:

- * Permanent stains or discolouration.
- * Damage caused by age, wear and tear or faulty fixtures.
- * Areas excluded from the agreed cleaning service.
- * Additional tasks requested after the appointment has commenced unless agreed.
- * Areas that were inaccessible during the appointment.
- * Results affected by insufficient time booked for the size or condition of the property.
- * Matters arising from hazardous conditions or circumstances outside our reasonable control.

Professional cleaning can significantly improve the appearance of a property, but it cannot restore damaged or permanently marked surfaces.

27.5 Client Feedback. We genuinely welcome feedback from our clients. Whether your comments are positive or constructive, they help us maintain and continually improve the standards that London Holistic is proud to deliver. We believe that honest communication allows us to build lasting relationships based on trust, professionalism and mutual respect.

27.6 Continuous Improvement. We regularly review our working practices, customer feedback and internal procedures to ensure we continue providing the highest possible standard of service. Our commitment to quality extends beyond individual appointments and reflects our ongoing dedication to excellence in every aspect of our business.

27.7 Our Commitment. At London Holistic, quality is not simply an objective - it is the standard by which we measure our work every day. We are committed to providing dependable, professional cleaning services delivered with care, integrity and meticulous attention to detail. Should a genuine issue arise, we will always seek to address it fairly, promptly and professionally because your confidence in our service is extremely important to us. Thank you for choosing London Holistic. We look forward to continuing to provide a cleaning service you can rely on with complete confidence.

28. Payments

We aim to keep our payment process simple, transparent and fair for all clients. Payment for cleaning services enables us to pay our cleaning team promptly and continue providing the professional, reliable service our clients expect. By booking a cleaning service with London Holistic, you agree to the payment terms set out below.

28.1 Payment Due Date. Unless otherwise agreed in writing, payment in full is due on the same day that the cleaning service is carried out. Payment may be made using the payment method agreed at the time of booking.

28.2 Short Payment Grace Period. We appreciate that, on occasion, same-day payment may not always be possible. As a gesture of goodwill, London Holistic allows clients a short extension. Any outstanding balance must be paid no later than 11:59 p.m. on the Sunday of the same calendar week in which the cleaning appointment took place. This is the latest payment deadline unless an alternative arrangement has been agreed in writing by Sarah before the payment becomes due.

28.3 Late Payments. If payment has not been received by the Sunday deadline, the account will be considered overdue. Where payment remains outstanding, London Holistic reserves the right to:

- * Suspend all future appointments.
- * Decline to accept any further bookings.
- * Remove the client from the London Holistic client register.
- * Terminate this Client Service Agreement with immediate effect.
- * Take reasonable steps to recover any outstanding sums due.

Repeated late payment, or failure to pay by the agreed deadline, may result in London Holistic permanently declining to provide future services.

28.4 Payment Responsibility. Clients are responsible for ensuring that payment reaches London Holistic by the agreed deadline. Failure to receive a reminder, invoice or payment request does not remove the client's obligation to pay for services that have been provided.

28.5 Payment Disputes. If you believe there is an error with your invoice or have any concerns regarding payment, please contact Sarah as soon as reasonably practicable. Any payment query should be raised promptly so that it can be investigated and, where appropriate, resolved fairly. Unless otherwise agreed by Sarah in writing, payment remains due in accordance with the terms of this Agreement.

28.6 Methods of Payment. Accepted payment methods will be confirmed at the time of booking. Clients are responsible for ensuring that sufficient funds are available and that payments are made using the agreed payment method.

28.7 Our Commitment. London Holistic is committed to providing a professional, transparent and reliable service from the moment your booking is confirmed until your appointment is complete. In return, we ask that clients honour the agreed payment terms. Prompt payment allows us to operate efficiently, support our cleaning team and continue delivering the high standard of service that our clients have come to expect. We sincerely appreciate your cooperation and thank you for choosing London Holistic.

29. Deposits

Certain bookings may require a deposit before an appointment can be confirmed. Deposits help us reserve the agreed appointment time, allocate members of our cleaning team and protect the business against late cancellations or non-attendance. Not all bookings require a deposit. Where a deposit is required, this will be discussed with the client before the booking is confirmed.

29.1 When a Deposit May Be Required. A deposit may be requested for appointments including, but not limited to:

- * Deep cleaning services.
- * End of tenancy cleaning.
- * Holiday let and Airbnb cleaning.
- * Commercial cleaning contracts.
- * Large residential properties.
- * Multiple-cleaner appointments.
- * Extended cleaning appointments.
- * High-value or bespoke cleaning services.

* Any booking where London Holistic reasonably considers a deposit to be appropriate.

29.2 Booking Confirmation. Where a deposit is required, your booking will not be confirmed until the agreed deposit has been received. Until payment has been received, the requested appointment remains provisional and may be offered to another client.

29.3 Purpose of the Deposit. Deposits are taken to:

- * Reserve your appointment.
- * Allocate cleaning staff.
- * Secure the agreed date and time.
- * Reduce the impact of late cancellations.
- * Enable us to plan our cleaning schedule efficiently.

29.4 Applying the Deposit. Unless otherwise agreed, any deposit paid will be deducted from the final balance due for your cleaning service. The remaining balance will be payable in accordance with the Payment Terms contained within this Client Service Agreement.

29.5 Deposit Refunds. Where a booking is cancelled by the client, any refund of the deposit will be considered in accordance with the Cancellation Policy set out within this Agreement. If London Holistic is unable to provide the agreed service due to circumstances within our reasonable control, any deposit paid will normally be refunded in full or, if preferred by the client, transferred to a rearranged appointment.

29.5 Failure to Pay a Deposit. Where a required deposit has not been received by the agreed date, London Holistic reserves the right to:

- * Decline to confirm the booking.
- * Release the appointment to another client.
- * Refuse future provisional bookings until payment has been received.

29.6 Transfer of Deposits. Where both parties agree to rearrange an appointment, London Holistic may, at its sole discretion, transfer the deposit to the new booking rather than requiring a further deposit.

29.7 Our Commitment. Deposits help us manage our appointments fairly and efficiently while ensuring that sufficient time and resources are allocated to every client. Our aim is to operate a transparent and professional booking process, and any deposit requirements will always be explained clearly before your appointment is confirmed. Thank you for your understanding and cooperation.

30. Late Payment Policy

Providing a professional and reliable cleaning service is paramount to us. In return, we ask that all clients honour the agreed payment terms set out within this Client Service Agreement. Prompt payment enables us to pay our cleaning team fairly, manage our business responsibly and continue providing the high standard of service our clients have come to expect.

30.1 Payment Deadline. Unless otherwise agreed in writing by Sarah, payment is due on the same day that the cleaning service is carried out. As a gesture of goodwill, London Holistic allows clients a short grace period. All outstanding balances must be paid in full no later than 11:59 p.m. on the Sunday of the same calendar week in which the cleaning appointment took place.

30.2 Failure to Pay. If payment has not been received by the Sunday deadline, the account will be considered overdue. Failure to pay within the agreed timeframe constitutes a breach of this Client Service Agreement. In these circumstances, London Holistic reserves the right to:

- * Suspend all future appointments immediately.
- * Cancel any outstanding bookings.
- * Refuse to accept further bookings.

- * Remove the client from the London Holistic client register.
- * Terminate this Client Service Agreement without further notice.
- * Recover any outstanding sums owed through appropriate legal means where necessary.

30.3 Repeated Late Payments. Where a client repeatedly makes late payments, even if payment is eventually received, London Holistic reserves the right to review the ongoing business relationship. Persistent late payment may result in:

- * Future appointments requiring payment in advance.
- * Deposits being required for all future bookings.
- * Reduced payment flexibility.
- * Termination of cleaning services.
- * Permanent removal from the London Holistic client register.

30.4 Payment Disputes. If you believe there is an error with your invoice or payment request, you should contact Sarah as soon as reasonably practicable. We will investigate the matter fairly and professionally. However, payment should not be withheld without first discussing the issue with Sarah.

30.5 Recovery of Outstanding Payments. Where payment remains outstanding after reasonable reminders have been issued, London Holistic reserves the right to take appropriate steps to recover the outstanding balance. This may include instructing a debt recovery agency or commencing legal proceedings where considered necessary and proportionate. Where permitted by law, London Holistic also reserves the right to seek recovery of any reasonable costs incurred in recovering unpaid sums.

30.6 Exceptional Circumstances. We appreciate that genuine emergencies can occasionally arise. Where exceptional circumstances prevent payment being made by the agreed deadline, clients are encouraged to contact Sarah before the payment becomes overdue. Any extension to the payment deadline is entirely at the discretion of London Holistic and must be confirmed by Sarah.

30.7 Our Commitment. London Holistic values honest, respectful and professional relationships with all of our clients. We believe that clear payment expectations help ensure a fair and reliable service for everyone. By making payment on time, clients help us continue supporting our cleaning team and delivering the dependable, high-quality service that London Holistic is proud to provide.

31. Cancellations & Rescheduling

We understand that plans can change and that, on occasion, appointments may need to be cancelled or rearranged. We will always do our best to accommodate reasonable requests wherever possible. However, when a cleaning appointment is booked, that time is reserved exclusively for you. We allocate cleaners, organise schedules and decline other enquiries based upon confirmed bookings. For this reason, we operate the following cancellation policy.

31.1 Cancelling Your Appointment. If you need to cancel or rearrange your appointment, we kindly ask that you provide at least 24 hours' notice. Providing sufficient notice gives us the opportunity to offer the appointment to another client and helps us minimise unnecessary disruption to our cleaning schedule.

31.2 Cancellations Made Less Than 24 Hours Before the Appointment. Where a confirmed appointment is cancelled less than 24 hours before the scheduled cleaning time, 100% of the agreed cleaning fee will remain payable. This charge applies because:

- * The appointment was reserved exclusively for you.
- * A cleaner was allocated to your booking.
- * We are unlikely to secure another booking at such short notice.
- * The cancellation results in lost working time and loss of income for both London Holistic and the allocated cleaner.

By signing this Client Service Agreement, you acknowledge and accept that the full cost of the booked cleaning service will be payable where less than 24 hours' notice of cancellation is given.

31.3 Failure to Provide Access. If our cleaner attends the property at the agreed appointment time but is unable to gain access due to circumstances within the client's control, including but not limited to:

- * No answer at the property.
- * Incorrect access instructions.
- * Incorrect keys or access codes.
- * Locked gates or buildings.
- * Access being refused.
- * The client not being present where attendance was required.

The appointment may be treated as a cancellation with less than 24 hours' notice, and the full cleaning fee may be charged.

31.4 Repeated Cancellations. Whilst we appreciate that genuine emergencies do occur, repeated cancellations can significantly disrupt our schedule and affect the availability of appointments for other clients. Where a client repeatedly cancels appointments, particularly at short notice, London Holistic reserves the right to:

- * Decline future bookings.
- * Require payment in advance for future appointments.
- * Require a deposit for future services.
- * Review or terminate the ongoing client relationship.
- * Remove the client from the London Holistic client register.

31.5 Cancellation by London Holistic. On rare occasions, London Holistic may need to cancel or rearrange an appointment due to circumstances beyond our reasonable control, including:

- * Staff illness.
- * Severe weather.
- * Road closures or travel disruption.
- * Emergencies.
- * Health and safety concerns.
- * Other unforeseen operational circumstances.

Where this occurs, we will contact you as soon as reasonably practicable and work with you to arrange a mutually convenient alternative appointment. If we are unable to provide the agreed service, you will not be charged for the cancelled appointment.

31.6 Exceptional Circumstances. We understand that unforeseen emergencies can occasionally arise. In exceptional situations, London Holistic may, entirely at Sarah's discretion, choose to waive or reduce a cancellation charge. Any such decision is made on a case-by-case basis and does not create a precedent or alter this Cancellation Policy for future appointments.

31.7 Our Commitment. Our Cancellation Policy has been introduced to ensure fairness to all of our clients, to protect the livelihoods of our cleaning team and to allow London Holistic to operate an efficient and reliable booking system. We appreciate your understanding and cooperation. By providing reasonable notice whenever possible, you help us continue delivering the dependable, professional and high-quality cleaning service that London Holistic is proud to provide.

31.8 Rescheduling Appointments. At London Holistic, we understand that from time to time clients may need to change the date or time of a scheduled cleaning appointment. Where reasonably possible, we will always do our best to accommodate requests to reschedule your appointment. However, as our cleaning schedule is carefully organised in advance, we cannot guarantee that your preferred alternative date or time will always be available.

31.8 Requesting to Reschedule. If you wish to reschedule your appointment, please contact Sarah as soon as reasonably practicable. All requests to reschedule appointments must be made directly through Sarah. Our cleaners are not authorised to rearrange appointments, alter schedules or agree changes to bookings. This ensures that our diary remains accurate and allows us to provide a reliable service to all clients.

31.9 Alternative Appointment Dates. Every effort will be made to offer the next suitable appointment that is convenient for both you and London Holistic. Appointments will always be subject to cleaner availability, existing bookings and operational requirements. Whilst we will do our very best to accommodate your preferred date, we cannot guarantee availability.

31.10 Multiple Requests to Reschedule. We appreciate that unexpected circumstances can arise. However, repeated requests to rearrange appointments may make it difficult for us to provide a consistent service and can affect the availability of appointments for other clients. Where appointments are repeatedly rescheduled, London Holistic reserves the right to review future booking arrangements, require advance payment or, where appropriate, decline future bookings.

31.11 Changes by London Holistic. On rare occasions, London Holistic may need to rearrange an appointment due to circumstances beyond our reasonable control, including staff illness, emergencies, severe weather or other unforeseen operational issues. Should this occur, Sarah will contact you as soon as reasonably practicable to arrange an alternative appointment at the earliest mutually convenient opportunity.

31.12 Our Commitment. We appreciate our clients' flexibility and understanding whenever appointments need to be rearranged. Our aim is always to minimise disruption whilst continuing to provide the reliable, professional and high-quality cleaning service that London Holistic is proud to deliver. By communicating any changes directly through Sarah, we can ensure that all appointments are managed efficiently, fairly and consistently for both our clients and our cleaning team.

32. Missed Appointments

Every cleaning appointment is reserved exclusively for the client and carefully scheduled to ensure that our cleaners can provide a reliable and punctual service. To help appointments run smoothly, clients are responsible for ensuring that the property is ready and accessible at the agreed appointment time.

32.1 When an Appointment is Missed. A missed appointment may occur where our cleaning team attends the property but is unable to carry out the agreed cleaning service due to circumstances within the client's control. Examples include, but are not limited to:

- * The client is not present where attendance was required.
- * No one is available to provide access.
- * Incorrect keys, access codes or alarm information have been provided.
- * The cleaner is unable to gain entry to the property.
- * Access is refused upon arrival.
- * The property is unavailable for cleaning.
- * Essential utilities required to carry out the service are unavailable.
- * The property is in a condition that makes it unsafe for our team to begin work.

32.2 Charges for Missed Appointments. Where an appointment is missed due to circumstances within the client's control, the full cost of the scheduled cleaning appointment may remain payable. This is because the appointment time was reserved exclusively for the client, and the allocated cleaner has attended as agreed.

32.3 Waiting Time. Where appropriate, our cleaner may wait for a reasonable period after arriving at the property. If access cannot be gained within that time, the appointment may be treated as a missed appointment and the cleaner may leave in order to attend their next scheduled booking. Waiting time cannot always be extended, as doing so may affect appointments for other clients.

32.4 Communication. If you become aware that you may be delayed or experience difficulties providing access to the property, we kindly ask that you contact Sarah as soon as possible. Early communication gives us the best opportunity to minimise disruption and consider alternative arrangements where practicable.

32.5 Repeated Missed Appointments. Repeated missed appointments can significantly disrupt our cleaning schedule and impact both our business and our cleaning team. Where a client repeatedly misses appointments, London Holistic reserves the right to:

- * Suspend future appointments.
- * Require advance payment for future bookings.
- * Require a deposit before confirming future appointments.
- * Decline further bookings.
- * Terminate this Client Service Agreement and remove the client from the London Holistic client register.

33. Holidays & Christmas Closures

Providing a reliable and consistent cleaning service throughout the year is important to us. However, there may be occasions when our business operates on reduced hours or temporarily closes due to public holidays, the Christmas period or other planned business closures. This section explains how such periods are managed.

33.1 Public Holidays. London Holistic does not guarantee that cleaning services will operate on public or bank holidays. Where we are able to provide appointments on these days, availability will be limited and may be subject to additional charges where agreed in advance. Clients will always be informed in advance where possible if their regular appointment is affected by a public holiday.

33.2 Christmas & New Year. London Holistic may close, operate reduced hours or provide a limited service during the Christmas and New Year period. The exact dates of any Christmas closure or reduced service will be communicated to clients in advance whenever reasonably practicable. Where possible, we will work with clients to rearrange regular appointments to minimise disruption.

33.3 Annual Business Closures. From time to time, London Holistic may temporarily close for annual leave, staff training, business development or other operational reasons. Where a planned closure may affect your regular cleaning appointment, we will endeavour to provide as much notice as reasonably possible. Where appropriate, we will discuss alternative appointment dates before or after the closure period.

33.4 Rescheduling Regular Appointments. If your regular cleaning appointment falls during a period when London Holistic is closed, we will make every reasonable effort to offer an alternative appointment, subject to availability. Whilst we will do our best to accommodate alternative dates, these cannot be guaranteed due to existing bookings and operational requirements.

33.5 Emergency Closures. On rare occasions, London Holistic may need to suspend or postpone services due to circumstances beyond our reasonable control, including:

- * Severe weather.
- * National emergencies.
- * Government restrictions.
- * Widespread illness.
- * Other unforeseen operational circumstances.

Where this occurs, we will contact affected clients as soon as reasonably practicable and discuss suitable alternative arrangements.

33.6 Communication. Sarah will always endeavour to keep clients informed of any planned closures or changes to normal operating hours. We encourage clients to contact Sarah if they have any questions regarding appointments during holiday periods or wish to discuss alternative arrangements.

33.7 Our Commitment. We appreciate that our clients rely on us to help maintain their homes and workplaces throughout the year. Whenever possible, we will provide advance notice of any planned closures and work closely with our clients to minimise inconvenience. Thank you for your understanding, patience and continued support of London Holistic. We greatly value your custom and look forward to continuing to provide a professional, dependable and high-quality cleaning service throughout the year.

34. Staff Illness & Emergencies

We pride ourselves in offering a dependable and reliable cleaning service. However, from time to time, unforeseen circumstances such as illness or personal emergencies may affect the availability of a member of our cleaning team. Whilst these situations are uncommon, the health, safety and wellbeing of our staff remain extremely important to us.

34.1 Our Commitment to Clients. Where a cleaner is unable to attend a scheduled appointment due to illness or an emergency, London Holistic will make every reasonable effort to minimise any disruption to your service. Depending upon availability, we may:

- * Allocate another suitably trained cleaner.
- * Rearrange the appointment to the earliest mutually convenient date.
- * Offer an alternative appointment time.
- * Discuss other appropriate arrangements with you.

Whilst we will always do our best to avoid disruption, we cannot guarantee that a replacement cleaner will always be available.

34.2 Replacement Cleaners. Where appropriate and subject to availability, London Holistic reserves the right to send an alternative member of our cleaning team to carry out the agreed cleaning service. All cleaners working on behalf of London Holistic are expected to maintain the same professional standards, values and level of customer care. Our objective is to ensure that every client receives a consistent and high-quality service, regardless of which authorised member of our team attends the appointment.

34.3 Emergency Situations. Emergencies may include, but are not limited to:

- * Sudden illness.
- * Family emergencies.
- * Road traffic accidents.
- * Severe weather conditions.
- * Travel disruption.
- * Health and safety concerns.
- * Other unforeseen circumstances beyond our reasonable control.

Where such situations arise, we will contact you as soon as reasonably practicable to explain the circumstances and discuss the next available appointment.

34.4 Communication. Should we need to rearrange your appointment due to staff illness or an emergency, Sarah will endeavour to notify you as early as possible. We believe that open and honest communication is essential and will always keep you informed of any changes affecting your booking.

34.5 No Liability for Unavoidable Delays. Whilst London Holistic will make every reasonable effort to honour all confirmed appointments, we cannot accept liability for delays, postponements or cancellations that arise directly from genuine staff illness, emergencies or other circumstances beyond our reasonable control. Nothing in this section affects any rights that clients may have under applicable law.

34.5 Our Commitment. At London Holistic, we understand how important reliability is to our clients. Although unforeseen circumstances can occasionally arise, our commitment remains the same—to provide a professional,

dependable and high-quality cleaning service with honesty, transparency and respect. We sincerely appreciate your understanding should exceptional circumstances ever require us to rearrange your appointment, and we will always endeavour to restore your regular cleaning schedule as quickly as possible.

35. Insurance Information

We recognise the importance of maintaining appropriate insurance to protect our clients, our cleaning team and our business. As our business continues to develop, we are committed to reviewing our insurance arrangements regularly to ensure they remain appropriate for the services we provide and the needs of our clients. Insurance policies may be updated, amended or replaced from time to time as our business grows. Where insurance cover is in place, details may be made available upon reasonable request where appropriate.

35.1 These are the main types of insurance that established UK cleaning companies commonly consider:

- * **Public Liability Insurance** – This is usually the most important. It covers injury to third parties or damage to a client's property caused by your business activities. Many domestic and commercial clients expect this.
- * **Employers' Liability Insurance** – A legal requirement in the UK if you employ staff (with only limited exceptions). It covers claims from employees who are injured or become ill because of their work.
- * **Professional Indemnity Insurance** – Covers claims arising from professional advice or administrative errors. It's less critical for a standard cleaning business but can be useful if you also provide consultancy, management or concierge services.
- * **Business Equipment Insurance** – Covers vacuums, steam cleaners, electrical equipment and other business tools against theft, accidental damage or loss.
- * **Commercial Vehicle Insurance** – If vehicles are used for business purposes.
- * **Goods in Transit Insurance** – Covers business equipment whilst it is being transported.
- * **Personal Accident Insurance** – Provides financial support if you or a cleaner cannot work because of an accident.
- * **Legal Expenses Insurance** – Helps cover legal costs for employment disputes, debt recovery or defending claims.
- * **Cyber Insurance** – Worth considering if you hold client records electronically or operate an online booking system.
- * **Business Interruption Insurance** – Helps if an insured event prevents you from trading for a period of time.

For cleaning businesses such as London Holistic, the first three priorities should be:

1. **Public Liability Insurance** (essential for client confidence).
2. **Employers' Liability Insurance** (required if you employ staff).
3. **Business Equipment Insurance** (protects the tools you rely on every day).

Public liability, employers' liability and business insurance are the terms clients and insurers will recognise.

35.2 **Current Insurance Information.** At London Holistic, we recognise the importance of maintaining appropriate insurance to protect our clients, our cleaning team and our business. As our business continues to develop, we are committed to reviewing our insurance arrangements regularly to ensure they remain appropriate for the services we provide and the needs of our clients. Insurance policies may be updated, amended or replaced from time to time as our business grows. Where insurance cover is in place, details may be made available upon reasonable request where appropriate. The types of insurance that London Holistic may obtain and maintain include:

- * **Public Liability Insurance.**
- * **Employers' Liability Insurance (where required by law).**
- * **Business Equipment Insurance.**
- * **Commercial Vehicle Insurance.**
- * **Goods in Transit Insurance.**

- * **Personal Accident Insurance.**
- * **Legal Expenses Insurance.**
- * **Cyber Insurance.**
- * **Business Interruption Insurance.**
- * **Any other insurance considered appropriate for the safe and professional operation of the business.**

Our objective is to ensure that London Holistic continues to operate responsibly, professionally and with appropriate protection for both our clients and our team. Where insurance arrangements change or are enhanced, this Client Service Agreement may be updated accordingly.

36. Limitation of Liability & Force Majeure (Events Beyond our Control)

We deliver our services with reasonable care, skill and professionalism. Whilst we make every reasonable effort to provide an exceptional cleaning service, there are certain circumstances in which our responsibility must reasonably be limited. Nothing within this Client Service Agreement is intended to exclude or restrict any liability that cannot lawfully be excluded or limited under the laws of England and Wales. This section also covers London Holistic and Force Majeure.

36.1 Limitation of Liability. At London Holistic, we are committed to delivering our services with reasonable care, skill and professionalism. Whilst we make every reasonable effort to provide an exceptional cleaning service, there are certain circumstances in which our responsibility must reasonably be limited. Nothing within this Client Service Agreement is intended to exclude or restrict any liability that cannot lawfully be excluded or limited under the laws of England and Wales.

36.2 Reasonable Care. Our cleaning team will always exercise reasonable care when carrying out the agreed cleaning service. However, professional cleaning cannot prevent or reverse:

- * Normal wear and tear.
- * Age-related deterioration.
- * Permanent staining.
- * Fading or discolouration.
- * Corrosion or rust.
- * Pre-existing damage.
- * Hidden defects.
- * Faults caused by poor installation or maintenance.

London Holistic cannot accept liability for such matters.

36.3 Client Property. Clients are responsible for informing Sarah before the appointment if the property contains:

- * Valuable items.
- * Fragile ornaments.
- * Antiques.
- * Collectables.
- * Fine art.
- * Delicate surfaces.
- * High-value furnishings.
- * Items of exceptional sentimental or financial value.

Where reasonably possible, we recommend that such items are removed or stored safely before the appointment.

36.4 Scope of Liability. Where London Holistic is found to be legally responsible for loss or damage resulting directly from our negligence, our liability will be limited to a fair and reasonable amount, taking into account:

- * The age of the item.
- * Its condition immediately before the incident.
- * Normal depreciation.
- * The cost of repair where appropriate.
- * The reasonable replacement value where repair is not possible.

We will always investigate any reported incident fairly and objectively.

36.5 Indirect or Consequential Loss. To the fullest extent permitted by law, London Holistic shall not be liable for indirect or consequential losses arising from the provision of our services, including but not limited to:

- * Loss of income.
- * Loss of business opportunity.
- * Loss of profits.
- * Loss of goodwill.
- * Loss of use of the property.
- * Inconvenience or disappointment.

36.6 Events Beyond Our Control (Force Majeure). From time to time, circumstances may arise that are outside the reasonable control of either London Holistic or the client and which prevent the agreed cleaning service from taking place. These circumstances are commonly referred to as Force Majeure events. Neither party will be considered to be in breach of this Agreement where the performance of their obligations is prevented or significantly delayed by such an event.

36.7 Examples of Force Majeure Events. Force Majeure events may include, but are not limited to:

- * Severe weather conditions.
- * Flooding.
- * Fire.
- * Storm damage.
- * Snow or ice making travel unsafe.
- * Government restrictions or legislation.
- * Pandemics or widespread infectious disease outbreaks.
- * National emergencies.
- * Civil unrest, riots or acts of terrorism.
- * Industrial action or widespread transport disruption.
- * Major utility failures.
- * Serious staff illness affecting business operations.
- * Road closures or travel restrictions.
- * Any other event that could not reasonably have been foreseen or prevented.

36.8 Our Response. Where a Force Majeure event affects your appointment, London Holistic will make every reasonable effort to:

- * Notify you as soon as reasonably practicable.
- * Rearrange your appointment at the earliest suitable opportunity.
- * Minimise disruption wherever reasonably possible.

* Keep you informed throughout the process.

Neither party shall incur liability solely because a Force Majeure event has prevented the cleaning service from taking place.

36.9 Duration of the Event. If a Force Majeure event continues for an extended period, London Holistic reserves the right to suspend, postpone or, where necessary, terminate affected bookings until it is reasonably possible to resume normal operations. Where appropriate, Sarah will discuss suitable alternative arrangements with affected clients.

36.10 Our Commitment. London Holistic is committed to acting honestly, fairly and professionally in every situation. Whilst some circumstances are simply beyond anyone's control, we will always endeavour to communicate openly, minimise disruption and work with our clients to find practical solutions whenever possible. Our goal is to provide a dependable, transparent and trustworthy service whilst protecting the interests of both our clients and our business in exceptional circumstances.

37. Termination of Services

Building long-term relationships with our clients based on trust, professionalism, honesty and mutual respect. Whilst we hope every client relationship is positive and long-lasting, there may be occasions where it becomes necessary for either party to bring the Client Service Agreement to an end. This section explains the circumstances in which London Holistic may terminate the provision of cleaning services.

37.1 Termination by the Client. Clients may terminate their cleaning services at any time by notifying Sarah. Any outstanding appointments, cancellation charges, unpaid invoices or other sums due under this Client Service Agreement will remain payable. Termination of future services does not affect any obligations that arose before the Agreement ended.

37.2 Termination by London Holistic. London Holistic reserves the right to suspend or terminate this Client Service Agreement immediately where it reasonably considers it necessary to protect the business, its staff or its legitimate interests. This includes, but is not limited to, the following circumstances:

- * Failure to make payment in accordance with this Agreement.
- * Repeated late payments.
- * Repeated late cancellations or missed appointments.
- * Verbal abuse, threats, intimidation or harassment.
- * Violence or threatening behaviour.
- * Discrimination towards any member of our team.
- * Sexual harassment or inappropriate conduct.
- * Unsafe or hazardous working conditions.
- * Repeated breaches of this Client Service Agreement.
- * Deliberately providing false or misleading information.
- * Attempting to employ or book a London Holistic cleaner directly without Sarah's prior written consent.
- * Repeated refusal to comply with our booking procedures.
- * Conduct that seriously damages the relationship of trust between the client and London Holistic.

37.3 Immediate Termination. In serious cases, London Holistic may terminate this Agreement with immediate effect and without prior notice. Examples may include:

- * Physical violence.
- * Threats of violence.
- * Serious harassment.

- * Criminal behaviour affecting our staff.
- * Deliberate damage to our equipment.
- * Fraudulent activity.
- * Serious safeguarding concerns.
- * Any behaviour that places our staff at immediate risk.

The safety and wellbeing of our team will always take priority.

37.4 Outstanding Payments. Termination of this Agreement does not release the client from any obligation to pay:

- * Outstanding invoices.
- * Cancellation charges.
- * Missed appointment charges.
- * Any other sums properly due under this Agreement.

London Holistic reserves the right to pursue recovery of outstanding payments through appropriate legal channels where necessary.

37.5 Removal from the Client Register. Where this Agreement is terminated due to a serious or repeated breach, London Holistic reserves the right to permanently remove the client from its client register. Once removed, London Holistic may decline future enquiries or bookings from that client at its discretion.

37.6 Future Services. Any decision to accept future bookings following termination shall be entirely at the discretion of Sarah and London Holistic. Nothing within this Agreement obliges London Holistic to provide future services once this Agreement has ended.

37.7 Our Commitment. Termination of services is always considered a last resort. Wherever reasonably possible, London Holistic will seek to resolve concerns through open communication and professional discussion before ending a client relationship. However, we also have a duty to protect the wellbeing of our staff, the integrity of our business and the quality of service we provide to all of our clients. By setting clear expectations within this Client Service Agreement, we aim to create a respectful, professional and trustworthy relationship that benefits everyone involved.

38. Frequently Asked Questions & Client / Service Checklist

Questions you may have, answered below. Client & Service Checklist for both client & company referral.

FREQUENTLY ASKED QUESTIONS

Do I need to be at home during my cleaning appointment?

No. Many of our clients provide access using a key, key safe or another agreed method. If you prefer to be present, you are very welcome to remain at the property during the appointment.

Do I need to provide cleaning products or equipment?

Unless otherwise agreed, London Holistic will provide the cleaning products and equipment required to complete your cleaning service. If you would prefer us to use your own products or equipment, please let Sarah know before your appointment.

Can I request the same cleaner each visit?

Where reasonably possible, we will always try to allocate the same cleaner for regular appointments. However, due to holidays, illness, training or operational requirements, this cannot always be guaranteed.

Can I add extra work during the appointment?

Additional work may be possible depending on the cleaner's schedule and the time available. Please speak to Sarah as early as possible if you require additional services. Additional charges may apply.

What happens if something is accidentally missed?

Please contact Sarah as soon as reasonably practicable. If an agreed task has genuinely been overlooked, we will review the matter and, where appropriate, arrange for it to be rectified.

What if I need to change my appointment?

Please contact Sarah directly. We will always do our best to accommodate requests to rearrange appointments, subject to availability.

Who do I contact if I have a question or concern?

Sarah is your primary point of contact for all enquiries, bookings, amendments, payments and complaints. Our cleaners are not authorised to make booking changes or deal with formal complaints.

Can I arrange private work directly with my cleaner?

No. All appointments must be arranged through Sarah. Attempting to bypass London Holistic by arranging work directly with a cleaner is a breach of this Client Service Agreement and may result in the immediate termination of services.

When is payment due?

Payment is due on the same day as your cleaning appointment unless otherwise agreed in writing. As outlined within this Agreement, any outstanding balance must be received no later than the Sunday of the same calendar week.

What if I have more questions?

We are always happy to help. If you have any questions regarding your cleaning service or this Client Service Agreement, please contact Sarah, who will be pleased to assist you.

CLIENT CHECKLIST

Before Your Cleaner Arrives

To help us provide the highest standard of service, please take a few moments to complete the following checklist before each appointment.

- ✓ Ensure we can access your property.
- ✓ Provide any keys, alarm codes or access instructions in advance.
- ✓ Secure valuable or sentimental items where possible.
- ✓ Advise Sarah of any fragile items requiring special care.
- ✓ Inform Sarah of any pets that will be present.
- ✓ Ensure aggressive animals are safely secured.
- ✓ Ensure children remain supervised throughout the appointment.
- ✓ Provide access to running water and electricity.
- ✓ Remove excessive clutter where reasonably possible.
- ✓ Ensure any client-supplied cleaning products or equipment are ready for use.
- ✓ Notify Sarah of any changes to your booking or access arrangements.
- ✓ Raise any questions before the appointment begins.
- ✓ Have your preferred payment method ready for the day of your appointment.

Thank You. Completing this checklist helps our team work safely, efficiently and to the highest possible standard. We sincerely appreciate your cooperation.

SERVICE CHECKLIST

Our Commitment To You

Every time we visit your property, our aim is to deliver the professional service you expect from London Holistic. Our cleaning team will endeavour to:

- ✓ Arrive professionally presented and courteous.
- ✓ Treat your home or workplace with care and respect.
- ✓ Follow your agreed cleaning specification.
- ✓ Use suitable cleaning methods and equipment.
- ✓ Respect your privacy and confidentiality.
- ✓ Handle keys and security arrangements responsibly.
- ✓ Work safely and professionally.
- ✓ Communicate respectfully at all times.
- ✓ Report any accidental damage honestly and promptly.
- ✓ Leave your property clean, secure and tidy upon departure.
- ✓ Notify Sarah immediately of any issues affecting your appointment.
- ✓ Uphold the high standards and values of London Holistic on every visit.

Our Promise. At London Holistic, we believe that exceptional cleaning is about more than spotless results. It is about reliability, trust, professionalism, honesty and attention to detail. Every member of our team is committed to providing a service that gives our clients complete confidence every time we visit. Thank you for choosing London Holistic. We truly appreciate your trust and look forward to caring for your home or workplace for many years to come.

39. Acceptance of Terms & Client Service Agreement

Thank you for taking the time to read the London Holistic Client Service Agreement & Client Handbook. This document has been carefully prepared to ensure that every client clearly understands the standards, policies and procedures that help us deliver a professional, reliable and high-quality cleaning service.

39.1 The rest of this pamphlet includes the four main following areas for client consideration & signing:

1. Acceptance of Terms (legal agreement)
2. Client Information Form (your records)
3. Client Authorisation & Consent Form (permissions and acknowledgements)
4. Cleaning Specification Sheet (the personalised cleaning schedule)

39.2 By signing all that now follows, you confirm that you have read, understood and agree to the terms contained within this Client Service Agreement and Client Handbook. You further acknowledge and agree that:

- * You have had the opportunity to read this Agreement in full before signing.
- * You understand the services provided by London Holistic.
- * You understand and accept the Booking, Payment, Cancellation, Rescheduling and Late Payment Policies.
- * You understand and accept the Client Responsibilities outlined within this Agreement.

LONDON HOLISTIC CLEANING SERVICES

- * You understand and accept the Complaints Procedure and agree that all formal complaints will be directed to Sarah.
- * You understand and accept that all future bookings must be made directly through Sarah and that you will not seek to arrange private work directly with any cleaner introduced by London Holistic without Sarah's prior written consent.
- * You understand and accept the Respectful Behaviour Policy.
- * You understand and accept the Privacy, Confidentiality and Data Protection provisions contained within this Agreement.
- * You understand and accept the Quality Guarantee, Breakages & Damage Procedure, Limitation of Liability and Force Majeure provisions.
- * You acknowledge that this Agreement forms the entire understanding between yourself and London Holistic in relation to the cleaning services provided, unless otherwise agreed in writing.
- * You agree to comply with the terms of this Client Service Agreement throughout the duration of your relationship with London Holistic.

By signing this Agreement, you confirm that the information you have provided to London Holistic is accurate to the best of your knowledge and that you enter into this Agreement voluntarily. This Agreement shall be governed by and interpreted in accordance with the laws of England and Wales, and any disputes arising from it shall be subject to the exclusive jurisdiction of the courts of England and Wales, unless applicable law provides otherwise.

CLIENT DETAILS

Client Name	
Property Address	
Telephone number	
Email Address	

CLIENT DECLARATION

I confirm that I have read, understood and agree to be bound by the terms and conditions contained within this London Holistic Client Service Agreement & Client Handbook.

Client signature	
------------------	--

Print name	
Date	

LONDON HOLISTIC

Signed on behalf of London Holistic:

Name	
Position	
Signature	
Date	

Thank you for choosing London Holistic. It is a privilege to be welcomed into your home or workplace, and we never take that trust for granted. Our commitment is simple - to provide every client with an exceptional cleaning service delivered with professionalism, reliability, honesty and genuine care. We look forward to building a long-lasting relationship with you and sincerely thank you for placing your confidence in London Holistic.

40. Signature Pages

This is the legal declaration. Please read it very carefully, as sign if satisfied to continue.

40.1 Acceptance of Terms

This is the legal declaration. It says that the client has:

Read the handbook	✓
Understood it	✓
Had the opportunity to ask questions	✓
Agrees to be bound by the terms	✓
Accepts all policies contained within the handbook	✓

Client Name	
Property Address	
Client's Signature	

LONDON HOLISTIC CLEANING SERVICES

Client's Printed name

Date

Sarah's Name

Sarah's Address

Sarah's Signature

Sarah's Printed name

Date

40.2 Client Information Sheet

Client's Full Name

Clients Property Address

Client's Telephone

Client's Mobile

Client's Email

Client's Emergency Contact

Emergency Contact Name

Emergency Contact Telephone

Property Information

Number of Bedrooms	
Number of Bathrooms	
Pets	
Children	
Alarm	
Key Safe	
Parking Instructions	
Access Codes	
Preferred Arrival Time	

Cleaning Information

Regular / One-off	
Weekly	
Fortnightly	
Monthly (not advised)	
Preferred Payment Method	
Any Special Instructions	

40.3 Client Authorisation Form

As the client, I give the following special permissions about cleaning in my property/properties:

LONDON HOLISTIC CLEANING SERVICES

I authorise London Holistic to hold my property key.	☐
I authorise London Holistic to use my alarm code.	☐
I consent to before and after photographs for quality assurance.	☐
I consent to photographs being used for marketing purposes.	☐
I would like the same cleaner wherever reasonably possible.	☐
I understand payments are due on the day of the clean.	☐
I understand the 24-hour cancellation policy.	☐
I understand all complaints must be directed to Sarah.	☐
I understand cleaners cannot be booked privately.	☐
I have received a copy of the Client Handbook.	☐
Client signature	
Date	

40.4 Cleaning Specification Sheet

Can be filled in by the designated cleaner, or by the client themselves if they so wish. This becomes your personalised cleaning plan.

Kitchen	-
Worktops	☐
Sink	☐
Hob	☐
Oven exterior	☐
Microwave	☐
Cupboards	☐
Floors	☐
Bathrooms	-
Toilet	☐
Shower	☐
Bath	☐
Mirrors	☐
Floors	☐
Bedrooms	-
Dusting	☐

LONDON HOLISTIC CLEANING SERVICES

Vacuuming	☐
Bed-making	☐
Changing Bedding	☐
Living Area	-
Dusting	☐
Vacuuming	☐
Mop	☐
Skirting Boards	☐
Internal Windows	☐
Extras	-
Oven inside	☐
Fridge inside	☐
Ironing	☐
Laundry	☐
Cupboard interiors	☐
Interior windows	☐
Deep Clean Areas (specify)	

Other (specify)