

Mommy Bear Cleaning Services - Terms & Conditions

1. Booking & Payment

All bookings must be made through our official booking system.

Full payment is required upon completion of the service unless otherwise agreed in writing.

We accept payment by card, bank transfer, or other approved methods.

2. Cancellations & Rescheduling

Please provide at least 24 hours' notice if you wish to cancel or reschedule.

Cancellations with less than 24 hours' notice may incur a cancellation fee of up to 50% of the service cost.

3. Access to Property

Clients must ensure safe and timely access to the property at the agreed time.

If access is not provided, a call-out fee may apply.

4. Service Guarantee

We aim for 100% satisfaction. If you are not happy with the service, please notify us within 24 hours and we will arrange a re-clean where appropriate.

5. Health & Safety

For the safety of our team, please inform us of any risks or hazards at your premises.

We reserve the right to refuse service if conditions are unsafe for our staff.

6. Liability

While our team takes great care, Mommy Bear Cleaning Services is not liable for pre-existing damage or fragile items not disclosed beforehand.

We hold appropriate insurance for accidental damage caused by our team.

7. Fair Use

We reserve the right to adjust quotes if the condition of the property differs significantly from the

original description.

8. Privacy

All client information is kept strictly confidential and used only for providing our services.

9. Changes to Terms

Mommy Bear Cleaning Services may update these Terms & Conditions from time to time. The current version is always available on our website.

Agreement

By booking with Mommy Bear Cleaning Services, you agree to these Terms & Conditions.