***Terms and Conditions***

Welcome to Absolutely Floorless.

By booking our services, you agree to the following terms and conditions:

**1. Cleaning Services We Provide:**

Carpet cleaning, Upholstery cleaning, Hard floor cleaning, Mattress Cleaning

Our Services are provided as per the description at the time of booking.

**2. Booking and Payment**

All bookings can be made through WhatsApp Business, Email, Telephone, Facebook Messenger.

Payment is due upon completion of services unless otherwise agreed upon in writing.

We accept various payment methods, including Cash, Bacs and Contactless Payment with Sumup

**3. Deposits**

For bookings Over £100, a 40% deposit of the total booking value is required.

The deposit is non-refundable but can be used to reschedule the appointment up to three times if needed.

Unfortunately after the third reschedule, further rescheduling will not be possible.

**4. Cancellations and Rescheduling**

Cancellations or rescheduling requests must be made at least 24 hours in advance.

Cancellations made less than 24 hours before the scheduled service may incur a cancellation fee!

The fee will be 50% of the service cost.

**5. Customer Responsibilities**

- Customers are responsible for providing access to the property at the agreed-upon time.

- Pets should be secured and kept away from the areas being serviced.

- It is the responsibility of the customer to move any furniture before the clean takes place.

**6. Service Satisfaction**

We strive to provide the highest quality service possible. If you are not satisfied with the service provided, please contact us within 24 hours of service completion. We will then address any issues you may have.

**7. Liability**

Absolutely Floorless is insured and takes upmost care during the service we provide.

However, we are not liable for pre-existing damages or conditions that are beyond our control.

We are not responsible for any loss or damage to personal items unless caused by our negligence during our service.

**8. Privacy Policy**

We respect your privacy and are committed to protecting your personal information.

Any information collected during the booking process will be used solely for the purpose of providing our services and will not be shared with third parties without your consent.

**9. Changes to Terms and Conditions**

Absolutely Floorless reserves the right to update or modify these terms and conditions at any time without prior notice. Any changes will be effective immediately upon posting on our website or social media pages.

By booking with Absolutely Floorless, you acknowledge that you have read, understood, and agreed to these terms and conditions.