



## Sparkle-Pro Cleaning Services

Terms & Conditions and Privacy Policy

Last Updated: 24/04/25

### 1. Booking and Quotations

- All bookings must be confirmed at least 24 hours in advance.
- Booking is only secured upon full payment or written confirmation.
- Bookings can be made via phone call or through any one of our social media platforms.
- Final pricing may be adjusted if the scope of work changes.

### 2. Payment

- Payment is due prior to the issuance of an invoice.
- Our services include fixed pricing and hourly services, which will be clearly communicated before booking confirmation. No hidden charges.
- Late payments without reasonable communication will incur **10% interest** on the original invoice if unpaid within **7 days** of service date, and an additional **£5 per day** thereafter.
- After an additional **7 days of non-payment**, the company reserves the right to send a formal Letter Before Action and begin legal proceedings to recover the debt. This may result in additional legal and court costs.
- Continued failure to pay may lead to the suspension of future services.

### 3. Disputes

- Any concerns about services should be raised 24hrs after the services being completed.
- We aim to resolve all complaints fairly and professionally

### 4. Booking and Cancellation Policy

- Cancellations must be made at least 24 hours in advance of the scheduled appointment.
- Cancellations made after this period may result in a partial or full charge. This payment is payable immediately upon request or by invoice.
- Repeated cancellations or no-shows may result in termination of services. In this case, full payment of the services booked will be required.

## **5. Property Access**

- Clients must ensure safe and legal access to the property.
- Our staff will not enter any property that appears unsafe, locked without prior notice, or poses a health risk.

## **6. Damage & Liability**

- We do not accept liability for any pre-existing damage that may be worsened by the state of the property.
- Our team is committed to handling your space with care and professionalism at all times.

## **7. Client-Supplied Products or Special Requirements**

- If a client has special requirements or requests the use of particular products, this must be communicated in advance.
- We are happy to accommodate but cannot be liable for issues resulting from client-supplied products.

## **8. Health & Safety**

- We reserve the right to refuse service if the environment is deemed:
  - - Hazardous
  - - Unsanitary
  - - Life-threatening
  - - Containing biohazards etc.
- This policy ensures the safety and well-being of our team.

## **9. Force Majeure**

- We are not liable for any failure or delay in performance due to events outside our reasonable control. This includes, but is not limited to, extreme weather, natural disasters, road closures, strikes, illness, pandemics, or accidents.
- In such cases, the service may be postponed or rescheduled at the earliest convenient time without liability.

## **10. Changes to Terms**

- Sparkle- Pro Cleaning Services may update these terms and policies at any time.
- Clients are encouraged to review this page regularly.

## **11. Privacy Policy**

- Information We Collect: We may collect information such as your name, contact number, email address, and booking details.
- How We Use Your Data: to process bookings and provide services; to contact you regarding appointments, changes, or offers.
- We will never sell or share your data with third parties.

## 12. Cookies

- Our website uses cookies to enhance your browsing experience.
- Cookies help us understand how visitors interact with the website and allow us to improve its functionality.

## 13. Contact Us

- If you have any questions about these Terms & Conditions or Privacy Policy, please contact us directly at:
- Email: [info@sparkle-pro.co.uk](mailto:info@sparkle-pro.co.uk)
- Business Hours: 08:00hrs- 18:00hrs
- Phone: +44 7596157324