

Terms and Conditions

Version August 2026. These terms apply to all cleaning work carried out by The Neighbourhood Wash Bournemouth Ltd and replace any previous terms issued.

1. Our guarantee

All our work is offered with a 100% guarantee. If you are not happy with the quality of your clean, contact us within 24 hours of the clean and we will return to re-clean the affected windows free of charge, as soon as we are able to.

The guarantee does not cover Velux windows or window sills.

2. Service messages and your portal

We will contact you by email and text around each visit. You will normally receive a message the day before your clean, a message on the morning of your clean, and a message once the clean is complete with a cleaner's report available on your portal.

These messages are a courtesy so you can prepare for our visit. They are not a cancellation window and do not change the notice periods set out below.

Each customer has a portal login. It is your responsibility to keep the contact details, access notes and property information on your record accurate and up to date. We rely on that information to plan and carry out your clean.

You may opt out of text messages at any time by replying STOP or by telling the office. If you opt out we may have no way of notifying you before a visit.

3. Frequency and minimum term

We provide an all year round service, twelve months of the year. Domestic window cleaning is on a six weekly basis unless otherwise agreed at the initial consultation. Other frequencies are available for commercial customers.

Our minimum term is 6 cleans. We do not offer a jump on, jump off service, for example not this time, or see you in the spring.

4. Postponing or ending the service

If you wish to postpone or terminate our service you must give us at least 14 days written notice before your next scheduled date. This gives us time to fill your slot on the round.

Failure to give that notice will result in a 100% charge for any work scheduled within that period. We plan our work in advance and do not have the opportunity to replace work at short notice.

5. Cancellations on the day

We are unable to accept cancellations or deferments on the doorstep, or on the evening before a scheduled clean. We hold a limited number of slots per day and cannot refill a slot at that notice.

Cancellations made at that point will be charged at the cost of the clean.

6. Access to your property

If we are unable to access any part of your property or premises, for example because of a locked gate, we will clean the accessible areas only, such as the front and sides. This will be charged at your normal clean price.

We will not be able to return to clean the restricted area until your next scheduled clean. Please make sure safe access is available and that all windows are closed. We may not be able to clean windows that are open.

If you need to enter into an arrangement with a neighbour for us to reach some of your windows, please obtain their permission before the clean is due.

7. **Dogs and garden access**

Please clear up after your dog. We may be unable to clean all of your windows if there is excessive dog mess in the garden. The regular cleaning price will still be charged.

8. **Weather**

We will clean your windows in most weather conditions in order to meet our service promise. Our pure water systems work in all weathers without affecting quality.

In the event of heavy rain, snow or hard frost we will clean your windows at the next available slot. We do not work in very strong winds or electrical storms as this would be hazardous.

9. **Payment**

Payment is due within 7 days of your property being cleaned. We accept payment by bank transfer. We are unable to accept cheques. Our payment details are shown on your portal and on the card left after each clean.

If payment has not been received within 14 days of the clean, an admin fee of £5.00 per week will be added until payment is received in full. This fee is applied automatically by our system. You will receive a reminder before it is applied.

If a customer defaults on payment we retain the right to seek payment by legal means, and all costs will be payable by the defaulting customer. Payment may not be withheld as a means of renegotiating the cost of the work.

10. **Automatic payment collection**

We may in future offer automatic payment collection, for example by Direct Debit or card. If we do, it will only ever apply to your account where you have set it up and authorised it yourself. No payment will be taken from you automatically without your authority.

11. **Damage and liability**

We will not be held responsible for any damage caused prior to the cleaning of glass or frames. Where possible we will inform you of such damage before commencing cleaning, and it will be noted on your cleaner's report.

We do not accept liability for damage caused by decorative or structural defects or conditions at your property or premises. This includes, but is not limited to, ill fitting windows and doors, fascias, guttering, window and conservatory trims, window vents, unsecured windows and doors, leaking seals, water entering the property, decorative bars stuck on glass, rotting frames, flaking paint, and open or broken trickle vents.

We accept no liability for decorative bars or vents coming loose or falling from the exterior of the glass. If these are correctly installed our brushes will not damage them in any way.

12. **Your information**

We use your contact details and property information only to run your cleaning service, to take payment and to keep our records accurate. We do not sell or pass your details to third parties for marketing.

We hold your information in line with UK data protection law. You can ask to see, correct or delete the information we hold by contacting us at neighbourhoodwash@icloud.com.

The Neighbourhood Wash Bournemouth Ltd will apply these terms in a fair minded and reasonable manner. If you have any issues, please talk to us.