

Weekly House Cleaning Terms & Conditions

Version 1.0 - Effective Date: October 4, 2025

1. Service Definition

Ohana's Weekly Cleaning Service is a recurring maintenance clean designed to uphold a consistent standard of cleanliness in an occupied home. This service is performed on a scheduled weekly basis to manage day-to-day dust and dirt. This service is distinct from a Deep Clean or End of Tenancy clean, as its purpose is maintenance rather than restoration.

A minimum of three (3) hours is required for all Single Session bookings. Membership durations are fixed according to the plan selected.

1.1. Labour Hours vs. Clock Time: Any time estimates provided are calculated based on a single cleaner. If a team of two (2) or more operatives is deployed to the property, the physical time spent on-site will reduce accordingly, although the total amount of labour remains the same (*For example, a service estimated to take 4 hours with one cleaner will be completed in approximately 2 hours by a team of two*).

1.2. Service Limitation: Weekly cleaning focuses on maintaining hygiene and tidiness. It does not include deep restorative cleaning, carpet steam cleaning, or the interior of appliances unless a specific add-ons purchased.

2. Client Obligations & Property Preparation

To ensure our service is delivered smoothly and to the highest standard, we ask that clients complete the following preparations before our team arrives. If these preparations aren't met, it may result in additional charges or the service being impacted.

2.1. De-cluttering: While we understand the property is occupied, we kindly ask that surfaces such as floors, countertops, and tables are reasonably tidy and free from personal items, including documents, clothing, toys, and excessive clutter. This allows our team to access all areas effectively and perform a thorough clean. Our team will work around furniture but will not be responsible for cleaning heavily cluttered areas.

2.2. Valuable, Personal Items

2.2.1. Client Responsibility to Secure Valuables: The client is solely responsible for securing any and all valuables prior to the commencement of the service. This includes, but is not limited to cash, jewelry, sentimental items, laptops and important documents. Items should be stored in a safe, locked away, or removed from the premises entirely.

2.2.2. Limitation of Liability for Loss: Ohana shall not be held liable for the loss, misplacement, or disappearance of any valuables that the client has failed to secure in accordance with clause 2.2.1. Our cleaning teams are instructed to clean around such items with care but are not responsible for their inventory, security, or value. We operate on the assumption that any items left in plain sight are not of high or sentimental value.

2.3. Pets: For their safety and the safety of our team, please ensure any pets are secured in a safe and comfortable location away from the areas being cleaned.

2.4. Utilities: The client must ensure that hot water and electricity are available and in working order for the duration of the service.

2.5. Access to the Property: The client must ensure our team has access to the property at the scheduled time. Any key collection or special access arrangements must be agreed with Ohana in advance.

- **Waiting Fee:** Any delays in gaining access (e.g., agent running late) will incur a waiting fee of £20 per hour.
- **No Access:** If access is not provided within 60 minutes of the scheduled start time, this will be treated as a **Lock-Out** under Clause 6.2.

2.6. Parking: The client is responsible for arranging any parking permits if they are required.

3. Price, Membership & Billing

3.1. Single Sessions: These are one-off bookings charged at our standard hourly rate. Full payment is required to secure the booking.

3.2. Memberships: We offer recurring monthly subscriptions designed to provide consistent maintenance. Full payment of the first month's fee is required to officially activate your membership and secure your recurring time slots.

- **Lehua Membership:** Includes two (2) cleaning sessions per billing cycle.
- **Koa Membership:** Includes four (4) cleaning sessions per billing cycle.

3.3. Billing Cycle: Membership fees are charged automatically on the same day each month. This payment covers the sessions for the upcoming month. Unused sessions do not roll over the next month unless explicitly agreed upon in writing due to a reschedule.

3.4. The '5-Week Month' Policy: Since some calendar months contain five (5) weeks (e.g., five Fridays in a single month), our policy is as follows:

- **Automatic Skip:** During a month where a 5th recurrence of your scheduled day occurs, no cleaning service will be provided on that 5th week, and no extra charge will be applied.
- **Opt-In Service:** If you require cleaning during the 5th week, this must be requested in writing at least 48 hours in advance. This service will be billed separately as a "One-Off" standard cleaning service.

3.5. Bathroom Allocation & Add-ons: The base price includes cleaning of the specific numbers of bathrooms stated in the service title (e.g. "3 Bed/1 Bath"), which determines the time allocated for the booking.

- **Additional Bathrooms:** Any additional bathrooms or en-suites must be added as an “Extra Bathroom” add-on (£20 per bathroom) at checkout to ensure sufficient time is allocated.
- **Undeclared Bathrooms:** If additional bathrooms or en-suites are identified on arrival that were not included in the booking, Ohana reserves the right to apply the relevant add-on charge and must be settled in full prior to completion of the service.

3.6. Weekend & Bank Holiday Surcharges: Services scheduled on Saturdays, Sundays, or recognised Bank Holidays incur a mandatory surcharge to reflect increased operational costs.

- **Weekend Surcharge (Saturday/Sunday):** Clients are responsible for selecting the “Weekend Booking” add-on when making a reservation via our online booking system. This is a flat rate of £20 that applies to the booking as a whole, regardless of duration.
- **Bank Holiday Surcharge:** A flat rate of £30 applies to the booking.
- **Unpaid Surcharge:** If a weekend or Bank Holiday booking is made without the applicable surcharge, Ohana reserves the right to issue a supplementary invoice for the outstanding amount. This balance must be settled prior to the team accessing the property.

3.7. VAT: Ohana Cleaning Services is not currently VAT registered. All prices quoted are final and not subject to Value Added Tax.

4. Scope of Service

Our Weekly Cleaning service is flexible and focuses on maintaining a high standard across the most frequently used areas of your home. The typical scope for a weekly visit includes:

4.1. Kitchen Cleaning Checklist

- Wipe down and disinfect countertops and exterior of cupboards.
- Clean the hob and sink.
- Wipe the exterior of all appliances (fridge, dishwasher, microwave).
- Clean the microwave interior.
- Vacuum and mop all hard flooring.
- Empty, clean, and sanitise the interior and exterior of rubbish bins.

Service Notes & Limitations:

- **Extreme Build-Up & Pre-existing Damage:** *While our cleaning process is highly effective, we cannot guarantee the removal of ingrained stains, baked-on carbon, or heavy limescale, especially where surfaces have pre-existing damage (e.g., scratches, chipped enamel) or long term build-up. We will always aim to achieve the best possible result within safety limits, but we are not liable for dirt that has permanently altered the finish of an appliance or fixture (e.g., etching or discoloration).*

4.2. Bedrooms and Living Room Cleaning Checklist

- Wipe all accessible surfaces, including skirting boards (bedside tables, dressers, coffee tables, etc.).
- Wipe down light switches and door handles.
- Vacuum all carpets, rugs, and hard floors.
- Mop all hard floors.
- Empty rubbish bins.
- General tidying (e.g., straightening cushions).
- Tidy bed or if requested by client, change bed linens. Additional beds can be made by prior arrangement.
- Polish mirrors.

Service Notes & Limitations:

- **Furniture Movement:** *To facilitate cleaning, our operatives will clean all reachable areas behind and under furniture. Where safe and feasible, lighter items may be moved. We are not responsible for moving heavy, fragile or improperly assembled furniture.*
- **Balconies (if applicable):** *The standard service for any attached balcony or terrace includes sweeping the floor to remove debris (e.g., leaves) and cleaning the interior side of the balcony door glass.*

4.3. Bathroom and Toilets Cleaning Checklist

- Clean and sanitise the toilet, sink, shower and bath.
- Wipe down and polish taps and mirrors.
- Wipe down countertops and exterior of cabinets.
- Vacuum floor.
- Mop hard floors.

Service Notes & Limitations:

- **Limescale:** *Our service includes professional descaling of all sanitary ware, taps and shower screens. Please note that in cases of severe, long-term build-up, can cause permanent etching or pitting to chrome and enamel surfaces. We will remove the build-up to the best of our ability, but we are not liable for pre-existing damage to the surface finish revealed once the limescale is removed.*
- **Mould on Silicone Sealant:** *We will professionally treat and remove surface mould from tiles and silicone. However, if mould has penetrated deep into the sealant, it can cause permanent staining that cleaning chemicals cannot remove. While we will treat the area, complete removal of such stains often requires the sealant to be replaced (which is not part of this cleaning service).*

4.4. Hallway, Stairs and Entrance Cleaning Checklist

- Remove cobwebs from ceilings, corners and walls.
- Wipe down all skirting boards, door frames, and picture rails.

- Wipe down handrails and banisters.
- Vacuum all carpets, including stairs and landings.
- Vacuum and mop all hard flooring.
- Vacuum any entrance mats.

4.5. Rotational Tasks: To provide a more thorough clean over time within the booked hours, we can incorporate rotational tasks into the schedule. These can be agreed upon with the client and may include cleaning interior windows, or balconies.

4.6. Exclusions

The following tasks are not included in the standard Weekly Cleaning service but may be available as a separate Deep Cleaning Service or as a pre-arranged add-on.

- **Interior of Appliances:** The service does not include cleaning the interior of the oven, refrigerator, or dishwasher. If required this can be arranged as a rotational task as part of a pre-arranged add-on.
- **Interior of Cupboards & Furniture:** We do not clean the interior of cupboards, wardrobes, or drawers, as these areas contain personal belongings.
- **Heavy Furniture Movement:** For safety and liability reasons, our team will not move heavy or fragile furniture (e.g., sofas, bookcases, large beds). We will clean all reachable areas around and under such items.
- **Biohazards, Pests & Mould:** We cannot clean homes with active pest infestations, biohazardous materials, or extensive mould growth. These conditions require specialist services and pose a health risk to our team.
- **Specialist Services:** The weekly clean does not include wall washing, carpet steam cleaning, exterior window cleaning.
- **Laundry and Ironing:** Laundry and ironing are not included in the standard service. These tasks can be added by prior arrangement, which will typically require booking additional time.

5. Liability & Reporting

5.1. Pre-existing Damage & Wear and Tear: Ohana shall not be held liable for:

- Pre-existing damage (e.g., scratches, chipped enamel, loose fixtures).
- Pre-existing “ingrained” dirt (e.g., limescale that has damaged the enamel, or carpet stains that cannot be removed by standard cleaning).
- Damage caused by “wear and tear” or the deterioration of older items.
- Damage resulting from faulty installation or improper assembly of furniture/fixtures by others.

5.2. Financial Liability & Insurance: In the unlikely event of proven accidental damage caused by our team, Ohana’s liability is structured as follows:

- **Minor Damage:** For claims where the repair or replacement value is less than £250, Ohana will process compensation directly with the client to resolve the matter quickly.
- **Major Damage:** For claims exceeding £250, the matter will be referred to our Public Liability Insurance provider.

- **Valuation:** Compensation is strictly limited to the actual cash value of the specific item at the time of damage. We do not accept liability for the loss of any “sentimental value” or for the replacement of a full set/suite of items (e.g., a full dinner set) if only one individual item is damaged.

5.3. Reporting Protocol: The client (or their agent) is responsible for inspecting the property as soon as the service is completed. Any issues, missing items, or dissatisfaction with the cleaning standard must be reported to our office in writing within 24 hours of the service. Unfortunately, claims reported after this period cannot be considered. Where a cleaning issue is raised within the 24-hour period, Ohana will return to rectify the specific issues at no additional cost.

6. Cancellation, Rescheduling & Lock-Outs

Your weekly time slot is reserved exclusively for you. We therefore require the following notice for any changes:

6.1. Client Cancellation & Rescheduling: We require a minimum of 48 hour’s written notice (via email) to cancel or reschedule a scheduled service without charge. Cancellations or reschedules made with less than 48 hours’ notice will be charged the full price of the scheduled service.

6.2. Lock-Outs: If our team arrives for a scheduled clean but is unable to gain access to the property (e.g., due to a forgotten key or incorrect code, incorrect alarm code, or agent no-show), or if access is not provided within the 60-minute waiting period defined in Clause 2.5, the booking will be treated as a Lock-Out. In such cases, the service is considered fulfilled, and the full service fee will be charged to cover the team’s reserved time and travel costs.

6.3. Pausing Service (Holidays): To pause your service for a holiday, please provide at least one week’s written notice. This allows us to manage our team’s schedule effectively.

6.4. Cancellation by Ohana Cleaning Services: In the rare event we must cancel a scheduled clean due to unforeseen circumstances, we will provide as much notice as possible and work with you to reschedule. You will not be charged for any service we cancel.

6.5. Termination of Weekly Service: To terminate your recurring weekly service agreement, please provide two week’s written notice.