

1. Service Definition

Ohana's Airbnb Cleaning Service is a time-sensitive, hotel-style turnover clean designed to prepare a property for incoming guests. This service focuses on cleanliness, presentation, and restocking to meet the high standards of the hospitality industry. It is performed between short-term guest stays.

A minimum of three (3) hours is required for this particular service.

2. Client Obligations & Property Preparation

To ensure a timely and efficient turnover clean, the host/client is required to prepare the property as follows. Failure to do so may impact the quality of the service and the readiness of the property for the next guest.

2.1. Access to the Property: The client must provide guaranteed and timely access to the property for the scheduled service (e.g., via lockbox code, keyless entry). If our team is unable to gain access, a waiting fee of £20 per hour will apply. If access is not granted within 30 minutes of the scheduled start time, the service will be cancelled and the full fee will be charged.

2.2. Securing Valuables and Limitation of Liability

2.2.1. Client's Responsibility: The client is solely responsible for securing any and all valuables prior to the service. This includes, but is not limited to cash, jewelry, sentimental items, and important documents. Items should be stored in a locked owner's closet, a safe, 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 team is trained to clean with care but operates on the assumption that the property is a rental space and personal valuables have been secured.

2.2.3. Reporting Protocol: In the unlikely event that an item is suspected to be missing or damaged, the client must notify our team in writing within 24 hours of the service completion. Claims reported after this period, or after a new guest has checked in, cannot be considered.

2.3. Linens & Consumables: The client is responsible for providing sufficient clean linens, towels, and all guest consumables (e.g., toilet paper, toiletries, coffee pods) on-site. These items should be left in a designated, accessible location for our team to use for restocking.

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. Reporting of Guest Damage: Our team will report any obvious new damage (e.g., broken furniture, large stains, broken glass) noticed during the clean by sending photos to the client. Please note, our cleaners are not professional inspectors and are not liable for unreported or missed damages. This reporting is a courtesy service.

3. Scope of Service (Turnover Cleaning Checklist)

Our Turnover Cleaning Service is guided by a detailed checklist to ensure consistency and quality for every guest arrival.

3.1. All Rooms for Check-out/Check in

- Change of bed linen and towels.
- Leave fresh, client-provided towels.
- Make beds with fresh, client-provided lines.
- Remove all rubbish and recycling, replacing bin liners.
- Dust all accessible surfaces, fixtures, and fittings.
- Check for and remove any items left by previous guests.
- Vacuum all carpets and mop all hard floors.
- Clean interior windows and mirrors.
- Wipe down light switches, sockets, and door handles.

3.2. Kitchen Cleaning Checklist

- Wipe down all countertops and the sink.
- Clean hob and exterior of all appliances (fridge, microwave, dishwasher).
- Clean microwave interior.
- Check the fridge/freezer for leftover food items and wipe shelves.
- Restock client-provided consumables (e.g., coffee, tea, sugar).
- Remove all rubbish and recycling, replacing bin liners.
- Ensure all dishes and cutlery are put away. **Note:** Guests are responsible for cleaning all dishes and cutlery used.

3.3. Bathroom and Toilets Cleaning Checklist

- Deep clean and disinfect the toilet, shower, bathtub and sink.
- Clean and polish taps, shower heads, and glass screens.
- Clean and polish all mirrors.
- Restock client-provided toilet paper and toiletries.
- Fold or hang fresh, client-provided towels.

3.4. Living room, Hallway, Stairs and Entrance Cleaning Checklist

- Wipe down all hard surfaces (coffee table, TV stand, shelves).
- Plump and straighten cushions.
- 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. Service Limitations & Exclusions

The time-sensitive nature of a turnover clean necessitates the following limitations:

4.1. Laundry Service: The standard turnover service does **not** include washing or drying of linens. Our team will strip used linens and make beds with clean linens provided by the client. The client is solely responsible for arranging the laundry service for the linens.

4.2. Excessive Mess/Party Aftermath: If the property is left in a condition that requires significantly more time than booked (e.g., due to a party or extreme soiling), we will contact the client immediately. The client will have the option to approve additional hours at our standard hourly rate or to specify which tasks should be prioritised with the originally booked time.

4.3. Biohazards & Pests: We reserve the right to cancel a service if a property contains biohazardous materials (e.g., blood, vomit, excessive waste) or a pest infestation. The full service fee will be charged.

4.4. Pre-existing Conditions:

- **Mould on Silicone:** We will treat and remove surface mould. However, mould that has penetrated deep into silicone sealant may cause permanent staining that cleaning alone might not remove it completely.
- **Limescale:** In cases of severe, long-term build-up, surfaces may not be fully restored to their original condition. We will achieve the best possible result without causing damage.

4.5. Specialist Services: The turnover service does not include wall washing, carpet steam cleaning, exterior window cleaning, or cleaning of patios/balconies unless explicitly requested and quoted for as a separate service.

