

Airbnb Cleaning Terms & Conditions

Version 1.0 - Effective Date: October 4, 2025

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 prioritises cleanliness, presentation, and restocking to meet the high standards of the hospitality industry.

This service is exclusively delivered within the standard turnover window between 11:00 AM (Check-out) and 3:00PM (Check-in) for short-term guest stays. A minimum of three (3) hours is required for this particular service.

1.1. The "Turnover Window" Guarantee: To ensure the property is ready for the next guest by 3:00 PM, Ohana schedules team sizes based on the property's size and the total "Man-hours" required. We reserve the right to deploy teams of 2, 3, or 4 operatives to larger properties to meet this deadline.

1.2. Man-Hours vs. Clock Time: Quotes are strictly based on Man-Hours (total labour effort), not the Clock Time the team spends on site.

- **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).*
- **Client Note:** You may notice the team finishes more quickly than anticipated due to the number of cleaners assigned. This is by design to ensure your property is ready for the 3:00 PM check-in.

2. Client Obligations & Property Preparation

To support an efficient and timely turnover clean, the host/client must ensure the property is prepared as outlined below. Failure to meet these requirements may affect service quality and the property's readiness for the next guests.

2.1. Access, Late Check-Outs & Lock-Outs: The client must ensure the property is fully vacant (previous guests checked out) and accessible by the scheduled start time. Due to the strict 11:00 AM - 3:00 PM turnover window, our teams run on a precise schedule.

- **Waiting Fee (Per Operative):** If our team is unable to gain access (e.g., wrong code, key missing, or guest still inside), a waiting fee of £20 per operative, per hour will apply.
- **No Access:** If access to the property is not provided within 30 minutes of the scheduled start time, the booking will be treated as a lock-out in accordance with Clause 7.2. To avoid disruption to subsequent appointments, the service will be cancelled.

2.2. Linens & Consumables: The client is responsible for supplying an adequate quantity of 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.

2.3. Securing Valuables: 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.

2.3.1. 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 2.3. 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 or removed.

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

3. Price & Payment

3.1. Standard Base Rates: The price for the Airbnb Cleaning service is fixed based on the property size. This base rate assumes the cleaning of one (1) bathroom for properties up to 3 bedrooms, and two (2) bathrooms for properties of 4 bedrooms or larger.

- Studio / 1 Bedroom: £60 (Includes 1 Bathroom)
- 2 Bedroom: £60 (Includes 1 Bathroom)
- 3 Bedroom: £120 (Includes 1 Bathroom)
- 4 Bedroom: £160 (Includes 2 Bathroom)
- 5 Bedroom: £200 (Includes 2 Bathroom)

Private Clients: Full payment is required to secure the booking slot.

Agencies & Commercial Partners: For approved agencies and commercial clients, payment is due within 14 days of the invoice date, subject to prior agreement. Ohana reserves the right to charge statutory interest on any invoices not settled within this agreed timeframe.

3.2. 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 (£30 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.

3.3. 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.

3.4. 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 (Turnover Cleaning Checklist)

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

4.1. 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.

4.2. 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.

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).
- **Appliance Functionality:** Our service is strictly cosmetic and does not include testing the mechanical or electrical functionality of the kitchen appliances. We cannot be held responsible for any pre-existing faults, age-related issues, or lack of maintenance that may affect appliance performance.

4.3. 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.

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. 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.

5. Service Limitations & Exclusions

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

5.1. 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.

5.2. 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.

6. Liability, Exclusions & Reporting

6.1. General Exclusions:

- **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.
- **Specialist Services:** This service does not include wall washing, carpet steam cleaning, or exterior window cleaning unless quoted separately.

6.2. Pre-existing Damage & Wear and Tear:

 Ohana shall not be held liable for:

- Pre-existing damage (e.g., scratches, chipped enamel, loose fixtures).
- 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.

6.3. 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.

6.4. 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.

6.4.1. 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.

7. Cancellation, Rescheduling, and Lock-Outs

7.1. 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.

7.2. 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 30-minute waiting period defined in Clause 2.1., 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.

7.3. 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.

