

Deep Cleaning Terms & Conditions

Version 1.0 - Effective Date: October 4, 2025

1. Service Definition

Ohana's Deep Cleaning Service offers a thorough and intensive cleaning specifically designed for occupied, live-in homes. Our goal is to meticulously clean and sanitise every area of the property, including those often overlooked during regular cleaning, ensuring a fresh and welcoming environment for residents. This service is distinct from an End of Tenancy Clean as is tailored to seamlessly work within a furnished and actively lived-in space.

1.2. Right to Assess: We price our Deep Cleaning Service based on the property information provided at the time of booking. We reserve the right to amend the quotation and issue a supplementary invoice if, upon arrival, the property has additional rooms not included in the original booking, or if its condition is significantly different from a standard lived-in home (e.g., presence of extreme grime or bio-hazards).

1.3. Service Duration & Team Size

- **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).*
- **Fixed Price:** This is a fixed-price service based on the defined checklist and property size. The price remains the same regardless of the number of operatives deployed or the speed of completion, provided the full scope of work is completed to the agreed standard.

1.4. Minimum Booking Fee: All individual bookings are subject to a minimum call-out charge of £60. If the requested tasks do not reach this value, the minimum charge will still apply to cover travel and administrative costs.

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. Appliance Cleaning & Preparation: Internal cleaning of appliances (Oven, refrigerator, freezer, dishwasher, microwave, washing machine and kitchen extractor) is not included in the standard Deep Cleaning service rate. These are available as optional “Add-on” services. Due to the lived-in nature of the property, we have the following policy for refrigeration units:

- **Refrigerator:** For a complete interior clean, the client must empty the refrigerator before our team arrives.
- **Freezer:** A full defrosting and deep clean of the freezer’s interior is only possible if the unit is emptied and turned off by the client at least 12 hours prior to our arrival. Our team will not be responsible for defrosting units or disposing of food items.

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

2.6. 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.

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

3. Price & Payment

3.1. Standard Rates: The price for the Deep Cleaning service is fixed based on the property size selected at the time of booking. Full payment is required at the time of booking to secure your service slot. For any pre-approved commercial partners with an existing agreement, alternative terms may apply.

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 £50 that applies to the booking as a whole, regardless of duration.
- **Bank Holiday Surcharge:** A flat rate of £60 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. Carpet Cleaning Add-On: When adding professional carpet cleaning to a Deep Cleaning service, we kindly advise to acknowledge the following specific conditions:

- **Drying Time & Move-In Schedule:** While professional extraction removes most moisture, carpets require time to fully dry. Ohana strongly recommends a minimum window of 48 hours between the carpet cleaning service and the arrival of new tenants or the placement of furniture.
- **Furniture Liability:** Placing furniture (especially wood or metal) onto damp carpets can cause permanent staining, rust marks, or mildew. Ohana Cleaning Services accepts no liability for damage to carpets or furniture if items are placed on the carpet before it is fully dry.
- **Occupied Properties:** For live-in services, carpets will remain damp for several hours after completion. We advise residents to exercise caution to avoid slipping and to use protective overshoes to prevent immediate re-soiling.
- **Heavy Furniture:** For occupied Deep Cleans, our team will clean high-traffic areas and visible carpets. For Health & Safety reasons, we do not move heavy items (beds, wardrobes, large sofas). If the client requires cleaning underneath these items, they must be moved prior to our arrival.

3.5. 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

To ensure a comprehensive and high-quality result, our Deep Cleaning services are ruled by a detailed, itemised checklist. This checklist ensures the precise cleaning protocols and areas our professional team will address to ensure the service meets our established quality standards. The full scope of our service includes the following:

4.1. Kitchen Cleaning Checklist

- **Exterior Appliances:** Deep cleaning of all exterior appliances (fronts and sides).
- **Internal Appliances (Optional Add-on):** Internal cleaning of appliances such as the oven, refrigerator, freezer, microwave, dishwasher, washing machine or extractor fan is not included in the base Deep Cleaning price. These services must be requested as "Add-ons" for an additional fee.
- **Cupboards & Drawers:** Deep cleaning of exterior of cupboards and drawers. Internal cleaning will be done where specifically agreed upon as an add-on, and provided they are fully emptied by the client.
- **Hob:** Clean, degrease, and polish all surfaces. (*Note: On glass or ceramic hobs, we use professional, non-abrasive methods to treat burnt-on food. While we strive for complete removal, in cases of severe, long-term carbonisation we will clean to the limit of safety; we cannot guarantee 100% removal if doing so risks scratching or permanently damaging the appliance surface*).
- **Countertops:** Wash, sanitise and polish all surfaces.
- **Tiles:** Clean, degrease, and polish all wall tiles; remove mould growth if present, and if possible.
- **Sink & Taps:** Descale, clean, and polish.
- **Windows:** Clean interior glass, sill and frames.
- **Doors:** Wipe down all doors and door frames.
- **Radiators:** Wipe down and clean all visible areas.
- **Switches & Sockets:** Clean light switches, plug sockets, and light fittings.
- **Flooring:** Vacuum and mop all hard flooring.
- **Bins:** Empty, clean, and sanitise interior and exterior of rubbish bins.

Service Notes & Limitations:

- **Extreme Build-Up & Pre-existing Damage:** While our deep 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

- **Furniture:** Wipe and polish all hard surfaces (tables, shelving, bed frames, TV stands, etc.). Please note: Internal cleaning of wardrobes and drawers is only carried out where this has been agreed in advance and the client has fully emptied them.
- **Skirting Boards & Doors:** Wipe down and clean all surfaces.
- **Mirrors & Pictures:** Clean and polish glass and frames.

- **Upholstery & Mattresses:** Vacuum all sofas and armchairs, and all accessible mattress surfaces.
- **Windows:** Clean interior glass, sills and frames.
- **Radiators:** Wipe down and dust all visible areas.
- **Carpets:** Vacuum thoroughly, including edges.
- **Hard Floors:** Vacuum and mop.
- **Cobwebs:** Removal of cobwebs from ceilings and corners.
- **Light Fittings & Switches:** Dusting and wiping of all light fittings, shades, switches, and sockets.

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

- **Toilet:** Descale, deep clean and disinfect the toilet bowl, cistern, seat and exterior.
- **Shower & Bathtub:** Clean and sanitise the shower screen, tiles, bathtub, and fittings. Intensive descaling of glass screens and taps.
- **Sink & Taps:** Descale, clean, and disinfect the sinks and taps. Intensive descaling of taps when needed.
- **Tiles:** Clean and scrub wall and floor tiles to remove dirt build-up.
- **Cabinets & Vanity:** Clean and disinfect all cabinets, shelves, and vanity units, inside and out. *Please note: Internal cleaning of cabinets and drawers is only carried out where this has been agreed in advance and the client has fully emptied them.*
- **Mirrors, Radiators & Towel Rails:** Clean and polish all surfaces.
- **Doors & Windows:** Wipe down door, door frame, skirting boards, and interior windows/sills.
- **Light Fittings & Switches:** Wipe and disinfect switches, sockets and extractor fan.
- **Flooring:** Vacuum and mop the floor.
- **Cobwebs:** Remove cobwebs.

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.
- Clean and polish any mirrors, window sills and ledges.
- Dust and wipe all light fittings, switches, and sockets.
- Wipe down handrails and banisters.
- Clean the interior side of the main entrance door.
- Wipe and polish all hard-surfaced furniture (e.g, shoe racks)
- Clean the interior and exterior of any cupboards or storage units.
- Vacuum all carpets, including stairs and landings.
- Vacuum and mop all hard flooring.
- Vacuum any entrance mats.

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.*

4.5. Exclusions

The nature of cleaning an occupied property constrain the following limitations:

- **Interior of Wardrobes & Furniture:** The standard service **does not include** cleaning the interior of wardrobes, drawers, or other storage units, as these areas contain personal belongings. If you require the interior of such units to be cleaned, they **must be completely emptied by the client** prior to our arrival. This must be arranged in advance.
- **Carpet Cleaning:** Our standard Deep Cleaning service includes thorough vacuuming of all carpets. It does **not include** hot water extraction ("steam cleaning), shampooing, or stain removal machinery. Professional Carpet Cleaning must be booked as a separate service through our online booking.
- **External Areas & Windows:** We clean internal windows and frames only (where reachable via a standard step-ladder). We **do not clean** external windows, heavy external doors, patios, gardens unless specifically arranged in advance, with any additional charges agreed beforehand.
- **Walls & Paintwork:** We perform spot cleaning only on walls to remove fly spots, fingertips, and light scuffs. We **do not wash** entire walls or ceilings, as this carries a high risk of damaging paintwork or wallpaper. We are not liable for pre-existing marks, scuffs, or discoloration that cannot be removed by gentle wiping.
- **Waste & Rubbish Removal:** Please note that we are not a waste removal service. Our team will collect and bag small amounts of debris created during the cleaning

process; however, we do not remove household waste, personal items, or bulk rubbish.

- **Renovation/Builders Dust:** This service does not include an After-Builders Clean. If excessive builders' or renovation dust is present, we reserve the right to apply a 30% 'Heavy Duty' Surcharge, or if necessary, cancel the service.
- **Biohazards:** We do not clean homes with active pest infestations or biohazardous materials.

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, and Lock-Outs

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

2.6, 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. 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.

