

# Carpet Cleaning Terms & Conditions

Version 1.0 - Effective Date: October 4, 2025

## 1. Service Definition

Ohana's Professional Carpet Cleaning service is a deep, restorative clean designed to remove embedded dirt, allergens, and stains from carpets and rugs. We primarily use the hot water extraction method, which is the industry standard for achieving a superior clean. This service is intended to refresh and sanitise carpets, going far beyond a standard vacuum clean.

Clients are advised that all bookings must be scheduled a minimum of forty-eight (48) hours prior to a new tenant's move-in date or the scheduled end-of-tenancy inspection.

**1.2. Right to Assess:** We reserve the right to issue a supplementary invoice if, upon arrival the property's condition differs significantly from the information provided at the time of booking description (e.g., presence of bio-hazards, extreme grime, or extra rooms not listed).

**1.3. Service Duration:** Any time estimates provided are approximations. The specific condition of the carpet, stain levels, and furniture content may affect the time required on-site.

## 2. Client Obligations & Property Preparation

To ensure an efficient, and the best possible results, the client is required to prepare the area(s) to be cleaned as follows:

**2.1. Area Preparation:** The client is responsible for ensuring that all rooms to be cleaned are cleared of small furniture, plants, fragile items, and personal belongings (including toys, shoes, books, and similar items) prior to the scheduled service.

**2.2. Heavy Furniture:** For health and safety reasons, cleaning operatives are not authorised to move heavy, bulk, or delicate items, including but not limited to sofas, bookcases, beds, display cabinets, and electronic equipment. All accessible areas around such items will be cleaned. Should cleaning be required beneath heavy furniture, these items must be moved by the client before the team's arrival.

### 2.3. Valuable, Personal Items

**2.3.1. 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.

**2.3.2. 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 2.3.1. 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.

**2.4. Utilities:** The client must ensure that electricity and hot water is 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.

### 3. Price & Payment

**3.1. Minimum Booking Fee:** To ensure operational viability and recover fixed costs associated with travel, and professional equipment mobilisation, Ohana applies a minimum booking value of £80.00 to all standalone carpet cleaning appointments. This threshold protects service margins while maintaining competitive pricing for bundled or larger bookings.

### 3.2. Pricing Structure (Standalone vs. Bundled Services)

Please note that our standalone carpet cleaning rates differ from our End of Tenancy add-on rates due to operational cost considerations.

**Add-On Rates:** Discounted add-on pricing applies when carpet cleaning is delivered in conjunction with a full property clean. In this scenario, the team is already on-site, allowing travel, parking, labour, and equipment logistics costs to be shared across multiple services. This operational efficiency enables us to offer preferential bundled rates.

**Standalone Rates:** When carpet cleaning is booked as an independent service, it requires a dedicated appointment, including separate travel, parking, and full equipment transport, setup, and breakdown. As these operational costs cannot be distributed across other services, standalone pricing reflects the full cost of delivering the service independently.

**3.3. Booking & Payment:** Bookings must be made at least 48 hours in advance.

For private clients full payment is required at the time of booking to confirm and secure the service appointment. Pre-approved commercial partners operating under an existing service agreement may be subject to alternative payment terms.

**3.4. 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 £30 that applies to the booking as a whole, regardless of duration.
- **Bank Holiday Surcharge:** A flat rate of £40 applies to the booking.

**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**

Our professional carpet cleaning service follows a structured process to ensure consistent quality and the best possible results:

1. **Pre-Inspection:** Prior to cleaning, our specialists will inspect the carpets to be cleaned, identify any areas of heavy soiling or significant stains, and note any pre-existing damage. This assessment helps set realistic expectations and determine the most appropriate treatment approach.
2. **Pre-Vacuuming:** Carpets are thoroughly vacuumed to remove loose dirt and debris, ensuring they are properly prepared for hot water extraction.
3. **Hot Water Extraction:** We use professional-grade equipment to inject hot water and a cleaning solution deep into the carpet fibres. This solution is then immediately extracted along with the loosened dirt, grime and allergens, leaving carpets hygienically clean.

**4.1. Stain Treatment Disclaimer:** We use industry approved methods to treat identified stains. However, complete stain removal cannot be guaranteed. Certain substances – including pet urine, ink, wine, bleach, and oils – may permanently stain or damage carpet fibres. We guarantee to achieve the best possible outcome based on the carpet’s condition and fibre type.

**4.2. Pre-Existing Conditions:** We are not liable for pre-existing conditions, including but not limited to sun-fading, pile shading, wear and tear, loose seams, shrinkage due to poor manufacturing, or indentations from furniture.

#### **4.3. Drying Time Advisory and Scheduling Requirements:**

Carpets typically require between 6 and 24 hours to dry fully, depending on airflow, humidity, and environmental conditions. Although professional extraction removes the majority of moisture, sufficient drying time is essential. Ohana Cleaning Services strongly recommends allowing a minimum of 48 hours between the carpet cleaning service and the arrival of new tenants, inventory inspections, or the placement of furniture.

Ohana Cleaning Services accepts no responsibility for issues arising from insufficient drying time, including but not limited to odours, re-soiling, staining, or mildew, where this recommended drying window has not been observed.

#### **4.4. Scheduling Requirements for Tenancy Changes**

To ensure carpets are completely dry and the property is ready for occupancy, clients are strongly advised to schedule carpet cleaning at least 48 hours prior to a new tenant moving in or an end-of-tenancy inspection. This preventative scheduling allows adequate drying time and reduces the risk of damp-related issues. Ohana Cleaning Services cannot be held liable for outcomes resulting from services booked without adherence to this recommended timeframe.

#### **4.5. Client Responsibilities During Drying**

To facilitate faster drying, the client is responsible for ensuring adequate ventilation following the service, including opening windows or using fans where appropriate. Carpets should not be walked on until fully dry. Clients and occupants are advised to exercise caution when stepping from damp carpets onto hard flooring, as this may create a slip hazard.

### **5. Liability & Reporting**

**5.1. Pre-Existing Conditions:** We are not liable for pre-existing conditions such as sun-fading, pile shading, wear and tear, loose seams, indentations from furniture, or damage caused by improper installation.

**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 hours' 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. 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.

