

# Refresh Cleaning Terms & Conditions

Version 1.0 - Effective Date: October 4, 2025

## 1. Service Definition

Ohana's Refresh Cleaning Service is designed as a light refresh for properties that have already undergone a professional End of Tenancy clean. This service is suitable for properties that have remained vacant for a period and accumulated light dust, or where minor viewings have taken place.

**1.1. Mandatory Requirements:** It is a fundamental condition of this service that the property has been professionally cleaned to a high standard within a reasonable recent timeframe. This service is **not** a deep clean and is not intended to bring a property up to a check-out standard from a lived-in state.

**1.2. Right to Assess:** Upon arrival, our team will assess the property's condition. If it is determined that the property has not been professionally pre-cleaned and instead requires a Deep Clean or End of Tenancy Clean, Ohana reserves the right to suspend or cancel the Refresh Cleaning service. In such circumstances, the full Refresh Cleaning fee will remain payable to cover allocated time, staffing, and operation costs. A revised quote for a Deep Clean or End of Tenancy Clean may be provided, and the service will only proceed upon the client's written acceptance and full, upfront payment of the revised invoice.

## 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.

## 2. Client Obligations & Property Condition

**2.1. Property Condition:** The property must be completely vacant prior to the scheduled start time, with all personal belongings, any waste rubbish, and any furniture removed (unless part of the tenancy). Obstructions may prevent completion of the service to the required standard.

**2.2. Waste Removal:** The client is solely responsible for the disposal of all waste and any items left at the property. 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.

**2.3. Utilities:** The client must ensure that hot water and electricity are available and operational for the duration of the service.

**2.4. 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.

**2.5. 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 Refresh Cleaning service is fixed based on the property size selected at the time of booking.

**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 (£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.

**3.3. 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

To ensure a comprehensive and high-quality result, our Refresh 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

- **Surfaces:** Wipe and sanitise all countertops.
- **Cupboards & Drawers:** Wipe down all exterior surfaces and handles.
- **Appliances:** Wipe down the exterior of the refrigerator, freezer, oven and hob. A sanitising wipe of the interiors will be performed, provided that the appliances have had a pre-deep cleaning done.
- **Sink & Taps:** Wipe and polish the sinks and taps.
- **Flooring:** Vacuum and mop the floor.

##### **Service Notes & Limitations:**

- **Scope Limitation & Pre-existing Damage:** *As this is a refresh service, the removal of deep-seated grease, baked-on carbon, or heavy limescale is **not included** in the price. If such build-up is found, we may, at our discretion and subject to schedule availability, offer to clean these areas for an additional fee. This must be agreed upon with the client prior to the work being carried out, and the invoice will be adjusted accordingly.*
- **Appliance Functionality:** *Our service is cosmetic and does not include checking the mechanical or electrical functionality of the kitchen appliances. We are not liable for any pre-existing faults or malfunctions.*

##### 4.2. Bedrooms and Living Room Cleaning Checklist

- **Surfaces:** Dust all visible, accessible hard surfaces (tables, shelves, bed frames, etc)
- **Flooring:** Vacuum all carpets and hard flooring. Mop all hard flooring.

##### **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

- **Shower & Bathtub:** Wipe down and polish taps, shower screen, and tiles.
- **Sanitary Ware:** Wipe and sanitise the toilet, basin, exterior of the shower/tub, and taps.
- **Mirrors & Cabinets:** Polish mirrors and wipe the exterior of all cabinets.
- **Flooring:** Vacuum and mop the floor.

##### **Service Notes & Limitations:**

- **Mould on Silicone:** We will treat and remove surface mould. However, please note that mould which has penetrated deep into silicone sealant causes permanent staining that cleaning alone cannot remove. **As this service is a light refresh, aggressive scrubbing or specialist bleaching of stained sealant is not included.**
- **Limescale:** Standard removal of light water marks is included. However, the removal of heavy, built-up limescale is considered a deep clean task. If identified, **we may, at our discretion and subject to availability, offer to treat these areas for an additional fee.**

#### 4.4. Hallway, Stairs and Entrance Cleaning Checklist

- **Surfaces:** Dust all accessible surfaces, including mirrors, sills, and furniture.
- **Fixtures:** Wipe down handrails and banisters.
- **Flooring:** Vacuum carpets and stairs. Vacuum and mop hard flooring.

##### **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.
- **Surface Disinfection:** All high-touch surfaces such as door handles, light switches, and handrails will be cleaned and disinfected.

#### 4.5. Optional Add-Ons: Our standard Refresh Cleaning focuses on surface presentation.

However, we recognise that the interiors of appliances are often overlooked when a property is vacant. To ensure your property is fully ready, the following tasks are available as 'Optional Add-ons' which can be selected during the booking process:

- **Appliance Interiors:** Deep cleaning and sanitising the inside of fridge, freezers and ovens (removing grease, food residue, and odours).

**Important:** These tasks require significant additional time (e.g., 45 minutes for an oven). Please ensure these are added to your booking so we can allocate the necessary time in our

*schedule. If they are not pre-booked, we cannot guarantee that our team will have the availability to complete them on the day.*

## **5. Liability, Exclusions & Reporting**

**5.1. General Exclusions:** For the health and safety of our team, this service strictly excludes:

- **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.
- **Deep Mould:** We do not treat extensive black mould.

**5.2. 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.

**5.3. 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.

**5.4. 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.

## **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 2.4, 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.

