

# Terms & Conditions

Lavena Cleaning

Contact: [poinarlavinia@yahoo.com](mailto:poinarlavinia@yahoo.com) | 07789 007055

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## 1. About these terms

These Terms & Conditions apply to services provided by Lavena Cleaning. By booking, you agree to these terms.

If you are booking on behalf of a landlord/agent, you confirm you have authority to do so.

## 2. Quotes and scope of work

- Quotes are based on information provided and (where possible) a site visit or photos.
- Any change to scope (extra rooms, heavy soiling, biohazards, access issues) may change price/time.
- We will confirm any variation before proceeding where reasonably possible.

## 3. Access, keys, and utilities

- Client/agent must provide safe access and, where required, parking permits/entry codes.
- Water and electricity must be available unless agreed otherwise.
- If keys are provided, you are responsible for arranging safe handover/collection.

## 4. Health, safety, and unsuitable conditions

- We may refuse or stop work if conditions are unsafe (structural hazards, aggressive behaviour, sharps, uncontrolled pests, or unmanaged biohazards).
- If specialist waste or hazardous materials are present, we will pause and agree next steps.

## 5. Pricing and payment

- Payment terms are agreed at booking (e.g., invoice due on receipt or within an agreed number of days).
- Late payments may be chased and work may be paused for ongoing services until paid.
- Receipts/invoices are available on request.

## 6. Cancellations and rescheduling

- If you need to cancel/reschedule, please notify as early as possible.
- Same-day cancellations or failed access may result in a call-out fee to cover time/travel.
- We will try to accommodate rescheduling where availability allows.

## 7. Results and limitations

We aim for high-quality outcomes, but some staining, wear, or permanent damage may not be removable.

- We do not guarantee complete removal of all stains, odours, mould damage, or ingrained discolouration.
- We do not undertake repairs, decorating, or structural work unless explicitly agreed.

## **8. Liability**

- We take reasonable care during services.
- If you believe we caused damage, notify us as soon as possible (ideally within 48 hours) with photos.
- Nothing in these terms limits liability where it cannot be excluded by law.

## **9. Privacy and communications**

Personal data is handled in line with our Privacy Notice.

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