



Whistle Clean Property Terms and Conditions

1. Introduction

Welcome to Whistle Clean Property, Registered as Whistle Property Ltd. By using our cleaning services, you agree to comply with and be bound by the following terms and conditions. Please review them carefully.

2. Services

We provide residential and commercial cleaning services. The scope of work will be specified in the service agreement signed by both parties.

3. Pricing and Payment

- **Rates:** Our cleaning rates are detailed in the service agreement.
- **Payment Terms:** Payments must be made within 14 days of the invoice date.
- **Late Payments:** Late payments may incur a fee of 3% Interest of invoice Charge.

4. Cancellations and Rescheduling

- **Cancellations:** Cancellations must be made at least 24 hours before the scheduled service. Failure to do so will result in a cancellation fee of 50% of the service cost.
- **Rescheduling:** Rescheduling requests must be made at least 24 hours before the scheduled service. We will do our best to accommodate your new preferred time.

5. Client Obligations

- **Access:** Clients must provide access to the property on the scheduled service day. (Via a lock box or customer present other than customer have notified us an alternative.
- **Safety:** Clients must ensure that the property is safe for our staff to perform the cleaning services.
- **Personal Belongings:** Whistle Clean Property is not responsible for the loss or damage of personal belongings left in plain view.

6. Liability

- **Insurance:** We carry insurance coverage for all our cleaning staff.
- **Damages:** In the unlikely event of accidental damage, clients must report it within 24 hours of the service.

7. Termination

Either party may terminate the service agreement with 30 days written notice.

8. Governing Law

These terms and conditions are governed by and construed in accordance with the laws of England and Wales.

9. Amendments

We reserve the right to amend these terms and conditions at any time. Changes will be posted on our website.

10. Contact Information

For any questions or concerns regarding our terms and conditions, please contact us at:

- **Email:** Hello@Whistleproperty.co.uk
- **Phone:** 07865609847
- **Address:** 25 Norwich Avenue, Bournemouth, BH2 5TG

