



Dezira Services Ltd

Your Professional Cleaning Partner



ONLINE BOOKING POLICIES

1. Booking Policy

- All cleaning services must be booked through our official website, email, or phone line.
- Bookings are subject to availability and will be confirmed by email or SMS once accepted.
- Customers must provide accurate details including property type, size, and specific cleaning requirements.
- Minimum booking duration applies (usually 2–3 hours depending on service type).
- Prices displayed online are estimates; final costs may vary depending on the condition and size of the property.

2. Deposit & Payment Policy

- A deposit of [e.g., 20–30%] may be required to secure your booking.
- Remaining balance is payable on the day of service by card, bank transfer, or cash (if accepted).
- All payments must be completed before or immediately after the service is delivered.
- Failure to make payment may result in additional charges or refusal of future bookings.

3. Cancellation & Rescheduling Policy

- Cancellations or reschedules must be made at least 48 hours in advance.
- Cancellations made less than 48 hours before the appointment may incur a fee of [e.g., 50% of the service cost].
- Same-day cancellations or missed appointments will be charged in full.
- If the company needs to cancel or reschedule, customers will be notified as soon as possible and offered an alternative slot.

4. Access to Property

- Customers must ensure cleaners can access the property at the agreed time.
- If keys are provided, they must be securely handed over and collected as agreed.
- If access is not possible (e.g., no one home, wrong address provided), the full service charge may apply.

5. Service Policy

- Services will be carried out according to the selected package (e.g., end-of-tenancy, deep clean, regular clean).
- The company reserves the right to adjust service times if the property condition differs from the description at booking.
- Specialised cleaning (e.g., carpet, upholstery, oven) may incur additional charges and require separate booking.
- The company does not move heavy furniture or clean hazardous areas unless agreed in advance.

6. Customer Responsibilities

- Customers must remove personal items, valuables, and fragile objects before cleaning begins.
- The company is not responsible for damage caused by items left in unsafe conditions.
- Customers must inform the company in advance of any special cleaning requirements or restrictions (e.g., allergies to products).

7. Complaints & Refunds

- Complaints must be reported within 24 hours of the service.
- A re-clean may be offered if the complaint is valid and within service scope.
- Refunds will only be issued if the company is unable to deliver the service booked.

8. Liability

- The company is insured for public liability and accidental damage.
- The company is not responsible for pre-existing damage, wear and tear, or poor condition of surfaces/materials.
- Customers are advised to check their tenancy agreement for specific cleaning requirements (e.g., professional carpet cleaning).

9. Data Protection & Privacy

- Customer information is collected solely for the purpose of booking and providing services.
- Personal data will not be shared with third parties without consent, except where required by law.
- Online transactions are secured with industry-standard encryption.