

TERMS AND CONDITIONS

By placing an order either over telephone call, email, whatsapp, text, or website enquiry the customer has verbal or written agreement, and is bound to Radiant Room's Terms and Conditions.

SERVICES

REGULAR DOMESTIC CLEANING

1. The customer agrees to sign and return the Agreement and Direct Debit forms to Regular Cleaners prior to the first cleaning visit.
2. The customer agrees to pay on the day of your clean unless otherwise agreed to a monthly direct debit instruction paid in arrears.
3. Radiant Rooms reserves the right to suspend cleaning services if monthly payments are missing or if paperwork is not returned to Radiant Rooms prior to the first cleaning visit.
4. You agree to a minimum of 2 hours cleaning cost per visit applied for all domestic cleaning services.
5. We can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's house. Please note that duration may vary therefore a degree of flexibility is required.
6. Customer agrees to provide a task list and all necessary cleaning detergents if there is a preference and equipment for the required work, unless other arrangements have been made with Radiant Rooms. All cleaning equipment should be safe and in full working order.
7. If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £15 (excl. VAT).
8. Monthly payment will be refunded only if the customer does not require cleaning services for more than 4 consecutive weeks.
9. Radiant Rooms will not be responsible for triggering any alarm systems. The customer should give any special instructions for deactivation/activation of any household alarm systems..
10. The customer understands that the price quoted over the phone or email does not include anything apart from cleaning and ironing labour.
11. Please note that our cleaning services are charged at an hourly rate, and a minimum of two hours per service will be charged. Subsequent hours will be charged on a pro-rata basis, with any fraction of an hour rounded up to the nearest hour. Additional personnel required for larger cleaning projects will be charged at the same hourly rate per person per hour.

END OF TENANCY CLEANING

1. Radiant Rooms reserves the right to amend the initial quotation, should the client's original requirements change.

2. If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £15 (excl. VAT).
3. The customer understands that the price quoted is not a "package deal" and includes only cleaning labour.
4. A minimum duration of 6 hours per cleaning visit applies.
5. Customer agrees to provide equipment (vacuum cleaner, mop, bucket) required to carry out the service, unless other arrangements have been made with Radiant Rooms. All cleaning equipment provided by the customer, should be safe and in full working order.
6. We can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's house. Please note that duration may vary therefore a degree of flexibility is required.
7. The customer is advised that an end of tenancy cleaning may take at the very minimum double the length of time required for a general cleaning. After Builders Cleaning, After Party Cleaning or Badly neglected homes may take up to four times longer than a well maintained home requiring general cleaning.

ONE-OFF CLEANING / SPRING CLEANING

1. Radiant Rooms reserves the right to amend the initial quotation, should the client's original requirements change.
2. All cleaning equipment should be safe and in full working order.
3. If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £15 (excl. VAT).
4. The customer understands that the price quoted is not a "package deal" and includes only cleaning labour.
5. We can only give a rough estimate of the duration of the cleaning service, which is based on a basic description of the customer's house. Please note that duration may vary therefore a degree of flexibility is required.

CARPET CLEANING & UPHOLSTERY CLEANING

1. Radiant Rooms reserves the right to amend the initial quotation, should the client's original requirements change.
2. If the customer has a dog, cat or other hairy pet then an extra 20% charge will be added to the service price due to the extensive amount of animal hair slowing down the cleaning process.
3. If water extraction is required due to flooding 20% extra charge will be added to the service price.
4. The client understands that additional Parking and Congestion charges may apply.
5. All carpet/upholstery cleaning orders are subject to £55 (excl. VAT) minimum call out charge.
6. If collection of keys is required from a location outside the postal code area of the cleaning scheduled, £15 (excl. VAT).

COMPLAINTS AND CLAIMS

1. The customer accepts and understands that poor service, breakage/damage or theft must be reported within 24 hours from the service date. Failure to do so will entitle customers to no refunds or recovery cleanings.
2. Radiant Rooms may take up to 7 working days to respond to a complaint.
3. Radiant Rooms will not accept a complaint based on an Inventory check report, filed more than 48-hours after the cleaning session.
4. Complaints are accepted verbally over the phone and in writing (letter or email). Complaints must be reported on completion or in the following 24-hour period.
5. All fragile and highly breakable items must be secured or removed. Items excluded from liability are: cash, jewellery, items of sentimental value (the customer will be credited with the items present cash value), art and antiques.
6. Key replacement/locksmith fees are paid only if keys are lost by our operatives. There is a £30 per household liability limit.
7. Radiant Rooms agrees to keep all customers* information confidential.
8. In case of damage Radiant Rooms will repair the item at its cost. If the item cannot be repaired, Radiant Rooms will rectify the problem by crediting the customer with the item's present actual cash value toward a like replacement from a Radiant Room's source upon payment of cleaning services rendered.

INSURANCE

1. Radiant Rooms has Public and Employer liability insurance. The policy will cover any accidental damages caused by an operator working on behalf of Radiant Rooms, reported within 24 hours of service date.
2. There is £350 excess on any claim, of which £100 are paid by the customer and £250 by Radiant Rooms.
3. Radiant Rooms reserves the right to refuse to share any of the confidential company's documents.

CUSTOMER SATISFACTION

1. Customer understands that he/she is not entitled to any refunds.
2. If the customer is not completely satisfied with a cleaning job, Radiant Rooms will re-clean any areas and items to customer's satisfaction. Therefore the customer must allow the cleaner to be returned.
3. Customers must be present at all times during the recovery-clean. Radiant Rooms reserves the right not to return a cleaner more than once.

LIABILITY

1. Radiant Rooms reserves the right not to be liable for:
2. Cleaning jobs not complete due to the lack of or equipment in full working order, hot water or power;
3. Third party entering or present at the customer's premises during the cleaning process;
4. Wear or discolouring of fabric becoming more visible once dirt has been removed;

5. Failing to remove old/permanent stains that cannot be removed using standard carpet cleaning methods;
6. Existing damage or spillage that cannot be cleaned/removed completely using provided by the customer cleaning detergents and equipment or standard carpet cleaning equipment;
7. Any damages caused by a faulty or not in full working order detergents/equipment supplied by the customer.
8. If the customer has got items which need special cleaning methods and special cleaning detergents, Radiant Rooms reserves the right to refuse the provision of the cleaning detergents.

CANCELLATION

REGULAR DOMESTIC CLEANING

1. Customers may cancel or adjust the time of a cleaning visit/s by giving at least 24 hours advance notice.
2. Customer agrees to pay the full price of a cleaning visit if the customer cancels or changes the date/time less than 24 hours prior to the scheduled appointment.
3. Customer agrees to pay the full price of the cleaning visit in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; or problem with customer's keys.
4. If keys are provided they must open the lock without any special efforts or skills.
5. Customer agrees to pay the full price of one cleaning visit in case of a termination of the service if the customer has given less than one week advance notice.
6. Customers may terminate the cleaning service by giving thirty calendar days (30 days) advanced notice in writing(also via email) and specifying the last cleaning date and giving a reason.

END OF TENANCY CLEANING:

1. 48 hours notice is required if a customer should either decide to cancel or re-schedule a cleaning appointment.
2. Customer agrees to pay 40% of the quote as a cancellation fee if the customer cancels or changes the date/time less than 48 hours prior to the scheduled appointment.
3. Customer agrees to pay 40% of the quote as a cancellation fee in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; no water or power available at customer's premises; or problem with customer's keys.
4. If keys are provided they must open the lock without any special efforts or skills. If an initial deposit has been paid to Radiant Rooms then the customer agrees that deposit funds may be used to cover the cancellation fee.

ONE-OFF CLEANING:

1. 48 hours notice is required if a customer should either decide to cancel or re-schedule a cleaning appointment.

2. Customer agrees to pay 40% of the quote as a cancellation fee if the customer cancels or changes the date/time less than 48 hours prior to the scheduled appointment.
3. Customer agrees to pay 40% of the quote as a cancellation fee in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; no water or power available at customer's premises; or problem with customer's keys.
4. If keys are provided they must open the lock without any special efforts or skills. If an initial deposit has been paid to Radiant Rooms then the customer agrees that deposit funds may be used to cover the cancellation fee.

CARPET AND UPHOLSTERY CLEANING:

1. 48 hours notice is required if a customer should either decide to cancel or re-schedule a cleaning appointment.
2. Customer agrees to pay 40% of the quote as a cancellation fee if the customer cancels or changes the date/time less than 48 hours prior to the scheduled appointment.
3. Customer agrees to pay 40% of the quote as a cancellation fee in the event of a lock-out caused by our cleaners being turned away; no one home to let them in; no water or power available at customer's premises; or problem with customer's keys.
4. If keys are provided they must open the lock without any special efforts or skills. If an initial deposit has been paid to Radiant Rooms then the customer agrees that deposit funds may be used to cover the cancellation fee.

AFTER CANCELLATION OF THE CLEANING SERVICE

1. By entering into a service agreement with Radiant Rooms, the customer agrees that after the termination of the cleaning service he/she will not hire or use any domestic services provided by a present or past cleaner introduced to the customer by Radiant Rooms. If the customer wishes to hire or use domestic services provided by such a cleaner then he/she must pay a referral fee of £500.
2. These terms and conditions shall be governed by the relevant United Kingdom law, and by agreeing to be bound by them the customer agrees to submit to the exclusive jurisdiction of the relevant courts of the United Kingdom. Radiant Rooms reserves the right to make any changes to any part of these terms and conditions without giving any prior notice. Should any of the above clauses change all existing customers will be notified. Please check this website for updates.