



Service Terms & Conditions

Please take your time and read through this document as it is in your own best interest.

Postal Address:

Need To Clean,
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eMail: info@needtoclean.ie
www.NeedToClean.ie

Terms & Conditions

1. Moving of bulky furniture or debris.

Need To Clean staff cannot be asked to move any bulky furniture or other heavy debris which exceeds the weight limit of 15kg. This is to ensure safety of Need To Clean staff and clients belongings.

Every effort will be made to clean spots with reasonable access, however our staff cannot be expected to clean spots that are obstructed by bulky debris or furniture.

2. Emptying of closets, drawers, cupboards etc.

Your initial quote assumes that you will empty all drawers, closets, cupboards etc. prior to our cleaning staff arrival.

Please note, should Need To Clean staff be required to empty any cupboards, drawers or closets, an extra charge of minimum (€25+13.5% VAT) or more can be applied to your quote, depending on the amount of extra labor required.

3. Your price estimate.

Every effort will be made to provide you with an accurate and honest cleaning price estimate. Should you require us to provide a price estimate without a visit to the property, we will gladly do so by giving you an average price our clients pay for the cleaning service of property you describe to us.

Please note that we reserve the right to not perform our services if upon inspection we feel that the price estimate provided to you is not accurate. In such event, our on-site supervisor will inform you of this before any cleaning starts. You will then have the option to renegotiate a new, accurate quote with the on-site supervisor or cancel the service.

Should we have any reason to believe that you intentionally withheld significant information, which directly impacts our service price we reserve the right to keep your deposit if any.

4. Cancellation of booking & locked out procedure.

Should you cancel your appointment with us within 24 hours prior the booking date, or in the event of our cleaners being left locked-out of the property, we reserve the right to keep your deposit if any.

Please note, in the event of Need To Clean staff being locked-out, we are required to wait for 30minutes counting from arranged booking time before we leave.

Should we be required to wait any longer than 30minutes, extra charges may apply.

5. Payment procedure & late payment fees.

You may be asked to place a deposit fee when making a reservation regardless of domestic or commercial nature of job.

Domestic Clients: We accept cash or cheque as payment to our on-site supervisor immediately after completion of cleaning services. Receipts are issued on site by supervisor or sent via email, as required by client.

We also accept Credit & Debit card payments however please note that extra charges will apply for this payment method.

Commercial Clients: We accept cash, cheque as well as credit & debit card payments (extra charges apply for credit & debit card payments).

Payment terms outlined on Invoice apply, including late fees.

6. What If you are not satisfied with our service?

Immediately after your cleaning service has been completed and our cleaning staff is still on site, you will be asked and expected to do a walkthrough of the property together with our on-site supervisor.

We encourage you to take your time during this walkthrough and point out any issues or complaints that you may have with the service completed to the supervisor. We will gladly fix any issues if they are included in your initial price in order to ensure your full satisfaction while our cleaners are still on site.

Please note, should you be not present on site at the time of cleaning completion or simply refuse to do a walkthrough inspection off the property with our supervisor, we will automatically assume that you are happy with the service outcome and therefore we cannot be expected to come back at another time to fix issues free of charge or issue any refunds.

7. Parking

Please note that we will require at least one parking space to be arranged for us in advance if necessary, if there is no parking available we kindly ask that you contact us in advance to make arrangements. You will be asked to cover the price of parking if no free parking is available.

8. Thank you.

On behalf of all Need To Clean staff we would like to thank you for doing business with us, and we sincerely hope to be dealing with you again in the near future.