

Terms & Conditions

BUSY BEE END OF TENANCY CLEANING SERVICES LTD

EFFECTIVE: 14 October 2026 | Version 2.0 - detailed service conditions

WEBSITE: www.busybee-endoftenancycleaning.co.uk

EMAIL: info@busybeecleaninglondon.co.uk

COMPANY: Registered in England and Wales • Company no. 16112626

REGISTERED OFFICE: Flat 76, Altitude Point, Hampden Road, London, N8 0EJ

These Terms & Conditions explain how we provide cleaning services, what is included, how booking payments and cancellations work, and how we handle complaints. Please read them together with your quotation, booking confirmation and agreed service checklist.

1. Who we are and when these terms apply

“Busy Bee”, “we”, “us” and “our” mean Busy Bee End of Tenancy Cleaning Services Ltd. “Customer”, “you” and “your” mean the person or organisation entering into the cleaning contract with us. These terms apply to end of tenancy, move-in/move-out, deep, pre-sale, after builders, Airbnb/holiday-let, carpet, upholstery and other agreed cleaning services.

A contract is formed when we accept the booking and confirm it to you. Your written quotation, any agreed checklist, agreed additional services and our booking confirmation form part of the contract. If a specific booking agreement conflicts with these general terms, the more specific written arrangement applies only to the extent lawful. These terms do not limit mandatory statutory rights.

Where a customer contracts as a consumer, consumer law applies. Where a customer contracts wholly or mainly for business purposes, different rights may apply; any specially agreed commercial terms will be confirmed in writing.

2. Quotations, information and scope

Quotations are based on the information supplied, including property size, rooms and bathrooms, floors/stairs, furnishing, pets, occupancy, condition, appliances, access, parking and any special cleaning needs. Unless stated otherwise, fixed-price end of tenancy quotations assume an average, reasonably maintained property.

- Tell us before booking if the property has excessive grease, limescale, mould, heavy pet hair, smoking residue, unusual staining, building dust, extensive clutter, extra appliances, very large windows, high ceilings or specialist materials.
- Provide clear photographs or arrange an assessment if the condition is uncertain. Additional or different services may be needed, such as after builders cleaning following renovation works.
- Our quote covers the expressly agreed service and checklist; it does not automatically include tasks not specified in the quotation.

If our team discovers materially different conditions or inaccurate information on arrival, we will explain the options and any proposed revised price. No additional work or charge will be undertaken without your agreement. If agreement is not reached, we may complete only the safely accessible agreed work or discuss cancellation; any amounts payable will be assessed fairly under section 5.

3. Booking, deposit and payment

A booking payment of 50% of the agreed price is ordinarily required to reserve the appointment. The remaining 50% must be paid by bank transfer on the cleaning team’s arrival and before cleaning begins, unless the booking confirmation states a different arrangement. Bank transfer is our standard payment method.

The 50% booking payment is an advance payment towards the service, not an automatically forfeitable or universally “non-refundable” fee. What may be retained if you cancel is governed by section 5 and applicable law. We do not impose a blanket £50-per-day late-payment penalty. If payment is delayed, we will contact you and may suspend work where lawful and reasonable.

Parking, congestion/ULEZ charges, paid access or other predictable expenses are chargeable only where disclosed or agreed before they are incurred. A valid invoice or receipt can be supplied.

4. Scheduling, arrival and property access

Arrival windows and estimated completion times are given in good faith but can vary with traffic, safety, access and actual property condition. We will notify you of material delays when practicable and discuss reasonable alternatives. We do not exclude liability for loss where doing so would be unlawful.

- You must arrange safe, lawful access at the agreed time, including keys, entry codes, parking arrangements and permissions from relevant occupiers or managers.
- Please ensure working electricity, safe running water and hot water and, when reasonably needed in colder months, adequate heating.
- Keep the property free from unsafe hazards, active building work, pest infestations and exposed sharps. Tell us about pets, fragile items, specialist finishes and defects before work starts.

If we cannot gain access or essential utilities are unavailable, we will try to contact you and consider whether waiting, rescheduling or limited work is reasonable. Any charge for an aborted or delayed appointment must reflect our reasonable directly resulting loss, taking account of avoided costs and any replacement booking; it is not automatically the full cleaning price.

5. Cancellation, rescheduling and the 50% booking payment

5.1 Statutory cancellation rights for eligible consumer bookings

Where a contract is made at a distance (for example by telephone, email or online) or off business premises and the Consumer Contracts Regulations apply, a consumer will normally have 14 days from the day after the contract is entered into to cancel without giving a reason. Legal exceptions may apply. We will provide the required pre-contract information and cancellation instructions on a durable medium, such as email.

If you ask us to start the service within that 14-day period, we will obtain your express request before starting. Where required, we will also obtain your acknowledgement that the statutory cancellation right will be lost once the requested service has been fully performed. If you cancel after a properly requested service has begun but before it is completed, you may have to pay a proportionate amount for the service supplied up to cancellation, where the law permits. Where the law requires a full refund, the 50% payment will be refunded.

5.2 Cancellation charges outside any applicable statutory cooling-off right

We reserve a dedicated appointment, arrange cleaners and may turn down other work when we confirm your booking. Please give at least 72 hours' notice where possible. Subject to section 5.1, a cancellation charge may be deducted from your advance payment only to the extent that it fairly reflects our direct loss after taking account of expenses saved, mitigation and any replacement work.

72 hours or more before arrival. We normally refund the advance payment in full, less any reasonable non-recoverable costs specifically incurred for the booking which the law permits us to recover.

Between 24 and 72 hours before arrival. We may retain up to 25% of the total agreed service price where supported by reasonable, directly resulting losses. The figure is a cap, not an automatic charge.

Less than 24 hours, same day, or no access. We may retain up to 50% of the total agreed service price (normally the advance payment) if that amount is justified by losses such as committed labour, unavoidable travel or demonstrable lost net profit from an appointment we could not reasonably replace. This is a maximum, not an automatic forfeiture.

We will not claim the same loss twice. We take reasonable steps to reallocate cancelled appointments and take into account saved costs and any replacement earnings. If the substantiated loss is lower than the maximum, we refund the balance of the advance payment; where statutory law requires a full refund, we will provide it. We can explain a cancellation calculation on request.

For customer-requested rescheduling we will try to move the appointment without charge, subject to availability. Where a late change causes unavoidable, reasonable extra costs or a lost appointment, those costs may be deducted only under the same fairness principles. A change does not automatically forfeit your deposit.

If you cannot provide access or the property is unsafe or not ready, we will try to contact you and offer a workable alternative. We may recover reasonable direct costs and lost profit caused by the failed appointment on the same basis, but not an automatic full service price for cleaning we did not supply.

5.3 If Busy Bee cancels

If we cannot provide the service because of staffing, equipment, illness or another issue on our side, we will offer a mutually acceptable alternative date or refund the amount paid for the service not provided. This is without prejudice to any additional consumer rights or remedies that may apply.

6. Preparing your property

For an end of tenancy clean, the property should ordinarily be vacant and empty before our arrival. If complete vacancy is not possible, please group remaining belongings together and discuss this with us before booking. The quote may need to change if access is substantially obstructed.

- Empty cupboards, drawers, fridge/freezer compartments and other areas that need internal cleaning; fully defrost freezers before our arrival.
- Remove rubbish, food waste and loose belongings. Waste disposal, decluttering, packing, moving heavy items and off-site laundry are not included unless expressly quoted.
- Protect or remove cash, jewellery, important documents, valuables, breakables and irreplaceable items; tell us if a special surface or item requires manufacturer-specific care.
- No maintenance, removal services, painting or other trades should be operating in the cleaning areas at the same time unless agreed and safe.

If belongings obstruct an area, we may clean around them where safe. The commercial re-clean guarantee does not cover an area we could not reasonably access at the first visit, but this does not disapply other rights relating to work we were contracted to perform.

7. Equipment, health and safety

For most scheduled end of tenancy and deep cleaning services, we supply standard professional cleaning products and equipment. For Airbnb bookings, any host-supplied equipment and consumables will be agreed in the booking confirmation. Specialist machinery may need lift access or appropriate stair access.

We do not move heavy furniture, fixed or plumbed-in appliances or unsafe items. We will not dismantle appliances where specialist tools or unsafe disassembly would be needed. We may refuse an unsafe task, and we will promptly explain any material limitation.

We do not provide professional mould remediation, pest treatment, hazardous-waste removal or specialist restoration unless expressly contracted. We do not promise that permanent stains, rust, burns, odours or pre-existing damage can be removed.

8. Extra cleaning time, revised prices and extras

Where the property is substantially dirtier or more complex than reasonably described, we may offer additional cleaning time at £25 per hour per cleaner. This rate applies only to extra time agreed in advance and is distinct from any separately quoted hourly deep-cleaning rate. You may decline additional work; we will explain the practical effect on the agreed scope, and we will not impose unauthorised extras.

Additional ovens, American-style or multiple fridge/freezers, bathrooms, kitchens, rooms, extensive glass, stairs or separate outbuildings may need a separate quote. Any additional travel, parking or access charge must be discussed and agreed in advance.

9. End of tenancy and move-out cleaning: service details

The exact checklist in your confirmed booking governs what we will clean. The following explains typical included work and common limitations; it does not expand your quotation automatically.

Kitchens and appliances. Standard oven cleaning, where included in your quote, covers reasonably accessible interior/exterior surfaces, door glass and racks as appropriate. Baking trays, dip-tank cleaning and dismantling glass panels are excluded unless specifically agreed. Heavily carbonised ovens may require extra agreed time. A standard fridge-freezer, if included, must be emptied and defrosted. Large/American-style units and additional appliances may carry extra agreed costs.

Bathrooms. Bathroom work includes the accessible fixtures listed in the agreed checklist. Extra showers, freestanding baths, toilets or unusually heavy limescale may require additional cleaning time, agreed in advance. Permanent discolouration, failed silicone and structural mould are not normal cleaning tasks.

Windows and blinds. Accessible internal window glass, frames, sills and standard blinds may be included according to the quotation. External glass, specialist secondary glazing, full-height glazing, inaccessible panes and intensive blind degreasing require separate agreement. We do not use unsafe access methods.

Floors and furniture. We vacuum and mop accessible floor areas using appropriate methods. Carpet extraction and upholstery wet cleaning are separate services. Furniture will not be moved where too heavy or unsafe.

Walls, ceilings and outside areas. Routine removal of reachable cobwebs may be included. Washing painted walls/ceilings, exterior windows, gardens, balconies, garages, sheds and outdoor storage is excluded unless explicitly quoted.

Other rooms. An agreed number of bedrooms, bathrooms, hallways, stairs, storage/utility spaces and floors is included. Unreported floors, extra rooms, duplicate appliances or additional kitchens may change the price only with your approval.

Cleaning results depend on the starting condition, safe access and nature of materials. We will exercise reasonable care and skill but do not guarantee that any landlord, agent or inventory clerk will approve the property or that a full tenancy deposit will be returned.

10. Three-day complimentary end of tenancy re-clean guarantee

For qualifying end of tenancy cleaning bookings only, we offer an additional commercial guarantee for eligible cleaning issues reported within three calendar days (72 hours) after the cleaning team completes the original visit. This is separate from, and does not limit, statutory rights.

- Report the affected areas by email to info@busybeecleaninglondon.co.uk within 72 hours, with your booking reference/address, an explanation and photographs or an inventory report where available. You may report an issue yourself; a landlord or agent does not have to report it first.
- The issue must relate to cleaning work included in the agreed checklist and within the control of our original service. We will consider the evidence fairly and may seek further information or a reasonable opportunity to inspect.
- If the issue qualifies, we will arrange one complimentary return visit to address the affected area or areas. Please provide two suitable access dates. Same-day attendance is not guaranteed; any remedy must nevertheless be arranged within a reasonable time, without significant inconvenience where required by law.
- The voluntary guarantee does not cover newly accumulated dirt, areas not contracted for or areas that could not safely be accessed, pre-existing damage, permanent staining, further works carried out after the clean, or changes to the property after the original visit to the extent they caused the reported issue.

Please try to preserve the condition of disputed areas and give us a reasonable opportunity to address them. We will not automatically reject a genuine issue solely because the customer did not attend the completion inspection, because someone entered the property, or because a complaint is made after 72 hours. Reports after 72 hours are considered under applicable contractual/statutory rights rather than the additional three-day commercial guarantee.

The guarantee does not insure or guarantee the return of a tenancy deposit, the passing of an inventory inspection, or the removal of all pre-existing stains or odours.

11. Other cleaning services and their limitations

11.1 Deep cleaning, move-in and pre-sale cleaning

These services are provided to the specific fixed scope or hourly service selected in the quotation. An hourly deep clean is not necessarily a full-property completion service; priorities should be agreed before work begins. Emptying cupboards, appliances and moving belongings remains the customer's responsibility. These services are not included in the voluntary three-day end of tenancy re-clean offer unless we expressly agree otherwise in writing.

11.2 After builders and renovation cleaning

Post-construction cleaning must be booked and priced as such. The property should be free from active building work and major debris. Removal of paint, cement, adhesive, grout haze and fine dust depends on materials and safe methods. We do not guarantee that all construction residues can be removed without risk of surface damage. Specialist builders' waste removal is excluded unless separately agreed.

11.3 Airbnb / holiday-let changeovers

Turnovers cover the agreed standard changeover checklist, not a periodic intensive deep clean. The host must provide accurate checkout and check-in times, access arrangements and consumables/linen where agreed. Off-site laundry, linen hire, waste removal, shopping and replenishment are excluded unless itemised. We may recommend an initial deep clean before recurring changeovers.

Unexpected excessive dirt after long stays, late checkout, missing linen or access delays may require revised timing or a separately agreed charge. No blanket surcharge is imposed merely because a guest stayed more than 14 nights; any additional cleaning requirement will be explained and approved before work starts.

11.4 Carpet and upholstery cleaning

We use suitable cleaning methods on reasonably accessible items. We may ask you to vacuum and remove small objects or light furniture beforehand. Heavier furniture and fixed equipment are not moved. Extraction, when booked, can leave surfaces damp; drying depends on fabric, ventilation, weather and temperature and may take several hours or longer. We cannot guarantee removal of permanent stains, dye transfer or persistent odours; treatment can sometimes reveal pre-existing damage or wicking. Any minimum visit charge, travel or access cost must be disclosed in the quote.

Our voluntary three-day end of tenancy re-clean guarantee does not apply to standalone carpet, upholstery, Airbnb, deep, move-in or after builders bookings. Your statutory rights in relation to these services remain unaffected.

12. Completion, inspection and complaints

You are welcome to inspect the work at completion where practical. If you cannot attend, we may take appropriate completion photographs for quality assurance. Absence, silence or a sign-off does not automatically waive legal rights or make defective work acceptable. Please tell us promptly about any concerns so that we can investigate them while evidence is available.

For all services, complaints can be made by email to info@busybeecleaninglondon.co.uk. Please provide the booked address, service date, relevant areas, photographs and any checkout report. We will review the service scope and your evidence and respond within a reasonable time.

Where a consumer service was not performed with reasonable care and skill, statutory remedies can include repeat performance without extra charge or an appropriate price reduction, including a refund in applicable circumstances. The additional three-day guarantee is not the only available remedy. We will not impose a blanket “no refunds” rule.

13. Property damage, responsibility and insurance

We will take reasonable care of your property and investigate damage reports promptly. Please contact us as soon as reasonably possible and preserve evidence. We may request photographs, receipts or an inspection opportunity where reasonable. Claims are not automatically barred if they are made more than 24 hours after the clean.

Where we are legally responsible for damage caused by us or our contractors, we will work towards an appropriate remedy, taking into account reparability, age, condition and lawful principles of compensation. We are not responsible for unrelated pre-existing wear, defects or damage caused by third parties, except where the law says otherwise.

Please identify vulnerable finishes and valuables before we start. We may use trained contractors or subcontractors, but this does not remove our responsibilities under the contract. Our liability is not conditional on full payment where that would be unlawful.

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any consumer right or other liability that cannot lawfully be excluded.

14. Staff safety and conduct

Our staff and customers must treat one another respectfully. We may stop work or withdraw staff if there are threats, abuse or genuine health and safety risks. If this happens, we will assess any payment or refund fairly in the circumstances and in accordance with the law; full payment is not automatically payable for unfinished work.

15. Photographs, privacy and marketing

We may record photographs of relevant areas before and after cleaning to document the condition and quality of work, manage complaints and protect both parties. Personal information and images are handled under our Privacy Policy and applicable UK data protection law. We will not publish identifiable images of your home for marketing without an appropriate lawful basis; where required, we will ask permission.

16. Changes to these terms and governing law

The terms supplied when your booking is confirmed apply to that booking unless a lawful change is expressly agreed. We may publish revised terms for future bookings, but they do not automatically change existing contracts.

These terms are governed by the law of England and Wales, subject to mandatory protections applicable to any consumer. If any provision is unenforceable, the remaining provisions will continue so far as legally possible.

17. Contact and legal information

Busy Bee End of Tenancy Cleaning Services Ltd, registered in England and Wales (company number 16112626). Registered office: Flat 76, Altitude Point, Hampden Road, London, N8 0EJ. Website: www.busybee-endoftenancycleaning.co.uk. Email: info@busybeecleaninglondon.co.uk.

Please send complaints, cancellation notices and booking questions to the email address above. Your booking confirmation may include additional operational contact details.

Appendix A — Consumer cancellation notice and model form

This notice is for eligible consumer distance or off-premises contracts. Where the law applies, you may cancel within 14 days after the day the service contract is concluded, without giving any reason. To cancel, email a clear statement to info@busybeecleaninglondon.co.uk. You may use the model form below but do not have to. We will process any repayment required by law within the applicable legal period, using the original payment method unless you expressly agree otherwise.

Starting work early. If you expressly ask us to start during the statutory cancellation period, and the legal requirements are met, we may charge the proportionate amount for services provided before you cancel. If the service has been fully performed following your express request and required acknowledgement, you may lose the statutory cancellation right for that service. This does not affect rights for defective work.

Model cancellation form

To: Busy Bee End of Tenancy Cleaning Services Ltd
Email: info@busybeecleaninglondon.co.uk

I/We hereby give notice that I/we cancel my/our contract for the following cleaning service:

Service / booking reference: _____

Property address: _____

Date booked / date contract entered into: _____

Customer name: _____

Customer contact email: _____

Date of notice: _____

Signature (only if this form is sent on paper): _____

Appendix B — Detailed end of tenancy, move-in and pre-sale cleaning specifications

This schedule preserves the operational details of Busy Bee's original Terms & Conditions. It describes the usual scope, assumptions and limitations for relevant bookings. Only tasks included in the accepted quotation and service checklist are contracted. Any optional service, extra round or enlarged item must be quoted and agreed before a charge is added. Move-in and pre-sale cleans do not receive the voluntary three-day end of tenancy re-clean guarantee unless specifically agreed.

B1. Property condition, vacancy and access

- End of tenancy cleaning is priced on a vacant, substantially empty property in average maintained condition. If full vacancy is impossible, place belongings together in one area or corner and tell us in advance. We may clean around belongings that obstruct access; moving or disposing of them is not included.
- Tell us if the property is partly or fully furnished, has had pets or smoking, has extra floors/stairs, or has undergone minor or major renovation after the tenancy. Renovation dust may require an after builders service instead of standard end of tenancy cleaning.
- Access to hot and cold running water, electricity and safe working drains is required; please provide heating in winter where reasonably needed. We do not routinely unblock drains; if drainage prevents cleaning, we will discuss a safe alternative or stop affected work. Any separate drainage service needs its own agreed quotation.
- If cleaning requires a ladder, unusual high-reaching equipment or specialist access, tell us before booking. We do not attempt unsafe high-level work.

B2. Bathrooms and sanitary areas

- A quoted standard bathroom ordinarily contains one toilet, one washbasin and either one shower enclosure or one bath. If a bathroom includes both a bath and a separate shower, or additional toilets, sinks or wet areas, this must be disclosed and may be separately priced.
- Accessible tiles, taps, sinks, toilets, baths, showers, screens and bathroom fixtures are cleaned according to the agreed checklist. Longstanding limescale, corroded fittings, worn grout, failed silicone or permanent discolouration may not be completely restorable by safe cleaning.

B3. Ovens and cooking appliances

- Tell us at booking how many ovens, cookers and range cookers need cleaning. A standard end of tenancy oven clean, where included in the quote, covers accessible oven interior and exterior, oven door glass and oven racks. Standard oven cleaning is not dip-tank cleaning.

- Baking trays and loose oven trays are excluded; an integrated drip tray may be cleaned as far as reasonably practicable. The space between door-glass panels is cleaned only where it is safely accessible without a screwdriver, disassembly or specialist tools.
- The standard quoted price covers one ordinary cleaning round. An oven with severe old carbon build-up or grease may require further rounds; historically an extra round can take approximately 1–1.5 hours. We will first explain the additional time and price and obtain approval. We cannot guarantee removing burnt-on stains, rust or irreversible discolouration.

B4. Fridges, freezers and other appliances

- A typical standard quotation includes one ordinary upright fridge-freezer or fridge of less than approximately 350 litres, where internal appliance cleaning is listed in the accepted checklist. Separate standing freezers, multiple units and large American-style appliances may incur an additional agreed charge.
- Empty the fridge/freezer before arrival (or consolidate minimal remaining items in an agreed area). A freezer must be switched off and completely defrosted in advance. If it remains frozen, safe internal cleaning may be incomplete; we will discuss options rather than automatically charge a defrosting fee.
- The standard appliance allowance, subject to the quote, typically covers one each of: microwave oven, washing machine, dishwasher, kettle, toaster, coffee machine and fridge-freezer. Additional units require prior notification and a separate price where appropriate.
- Accessible appliance exterior surfaces, accessible drawers/trays and permitted compartments are cleaned as covered by the agreed checklist. We do not clean the inside electrical components of kettles, toasters or other small electrical appliances, or move/disconnect fixed, hard-wired or plumbed-in appliances.

B5. Windows, secondary glazing and frames

- Standard accessible internal single-glazed windows and their reasonably accessible sills and frames are included where stated in the end of tenancy checklist. One standard interior balcony-door/window pane may be included where agreed.
- Floor-to-ceiling, full-door-height or unusually extensive glass, extra balcony glazing and additional glazed panels may need an agreed surcharge. External glass is excluded unless separately booked.
- Secondary glazing counts as separate glazing. Tell us before booking if it is present. We do not clean inaccessible reverse/back surfaces or panes that require unsafe removal.
- Frames receive standard wiping; intensive degreasing, specialist frame restoration or mould remediation is outside the standard service and needs separate agreement.

B6. Blinds, shutters and curtains

- Dusting standard, reachable blinds is included where listed and reasonably safe. Intensive degreasing of Venetian, wooden, slatted or other specialist blinds or shutters is not part of standard dusting and may cost extra if agreed.
- Curtain laundering, professional curtain cleaning, specialist fabric treatment and dismantling shutters or blind fittings are excluded unless separately quoted.

B7. Utility rooms, storage and additional floors

- The quoted scope ordinarily includes one normal utility/storage room per property if listed. Additional storage rooms, cellars, wine cellars, loft spaces, larger utility areas, additional staircases and previously undisclosed floors must be included in the quotation.
- We do not clean personal items such as ironing boards, vacuum cleaners, stored furniture, possessions inside cupboards or loose goods unless included in a separate checklist.

B8. Floors, carpets, upholstery and pets

- We vacuum accessible carpeted floors and upholstery surfaces and clean accessible hard floors using appropriate methods when in scope. Carpet hot-water extraction, mattress/curtain extraction and upholstery shampooing/steam cleaning are separate chargeable services.
- Pet hair and odours can be difficult to remove, particularly from soft furnishings. Inform us of resident pets before quoting. Any limitation applies to the specific affected task or area; the presence of a pet does not invalidate the entire guarantee.
- We do not move heavy sofas or beds, furniture that may damage floors, heavy appliances or fixed items. Safe light movement may be possible at the cleaners' discretion when specifically agreed.

B9. Walls, ceilings, outside areas and waste

- We may remove accessible cobwebs where included, but do not wash or scrub painted walls or ceilings and do not perform mould remediation on walls or ceilings.
- Gardens, garages, balconies, building exteriors and external glazing are excluded. By prior agreement, balcony floor sweeping and wiping the inner face of balcony glass may be quoted; external pressure-washing or full balcony restoration is not included.

- Rubbish/waste removal, decluttering and disposal are not standard inclusions. We do not decide to throw away customers' belongings. We may ask you to clear them or separately agree lawful removal and disposal.

B10. Duration and labour estimates

Cleaning times vary greatly with property size, condition and staffing. The original indicative estimates for two cleaners were approximately 3–4 hours for a one-bedroom/one-bathroom flat, 4.5 hours for two bedrooms/one bathroom, 5 hours for two bedrooms/two bathrooms and 5.5 hours for three bedrooms/two bathrooms. These figures are historical guides only, not contractual deadlines, and can change for furnished or neglected properties. A single cleaner may take much longer. Staff may arrive separately if agreed and operationally necessary.

If conditions are substantially worse than disclosed, additional time for a fixed-price service may be offered at the confirmed £25 per hour per cleaner, only with your approval. Separately booked hourly deep cleaning uses its separately quoted rate.

Appendix C — Deep cleaning, after builders and Airbnb/holiday-let details

C1. Deep cleaning, move-in and pre-sale work

- Hourly deep cleans are charged per cleaner and per hour at the booking-confirmed rate (currently advertised as £35 per hour per cleaner). The booked hours determine available labour time; full-property completion is not guaranteed unless a completion-based scope is expressly quoted.
- Before the team arrives, empty the cupboards, cabinets, wardrobe shelves and fridge/freezer compartments you want cleaned internally. Where this is not possible, we will normally clean exposed areas and around stored items.
- Cleaning includes only the booked priorities. Exterior areas, washing painted walls/ceilings, carpet extraction, specialist mould remediation and moving large items are excluded unless separately quoted.
- Where included, oven and freezer limitations, fragile surfaces, blinds and window-access rules in Appendix B also apply, so far as relevant to the agreed deep-cleaning scope.

C2. After builders cleaning

- Tell us before booking about construction dust, fresh grout/cement, paint, plaster, adhesives, sealants, unfinished surfaces and works still in progress. After builders cleaning is a separate type of work and requires an appropriate quotation.
- All building contractors should finish and remove major debris, waste, tools and equipment before our arrival. Fine dust may resettle and specialist residue removal is subject to surface-safe methods.
- We cannot guarantee removal of permanent scratches, dried paint bonded to delicate surfaces, cement burns, grout damage or builder-caused defects. No extra work is charged without prior agreement.

C3. Airbnb bookings and equipment

- For new recurring Airbnb clients, our original operating model requests at least two scheduled bookings where applicable; we may accept one-off bookings by separate agreement. A 50% booking payment may be required for each reserved date for new clients; regular host arrangements may differ if agreed in writing.
- Unless agreed otherwise, the host supplies clean bed linen and towels ready for use, plus a functioning vacuum cleaner, mop and suitable consumables/products such as limescale remover, bathroom cleaner, multi-surface cleaner, window cleaner, cloths or kitchen roll. We will not combine incompatible products such as bleach and acidic descalers.
- Routine Airbnb turnover does not include off-site laundry, linen washing or ironing. Laundry collection/drop-off, disposal of waste, linen hire, replenishment shopping and additional housekeeping are chargeable add-ons only when separately booked.
- The cleaning team normally attends after the agreed guest check-out time. The original guide for two cleaners was about 45 minutes–2 hours for a one- or two-bedroom property with one bathroom, around 2–2.5 hours for two bedrooms/two bathrooms or three bedrooms/one bathroom, and 2 hours or longer for four-bedroom properties. These are approximate and do not guarantee completion times.
- Late check-out or lack of access may prevent the booked turnover. If the team must wait more than 15 minutes, we will discuss whether they can wait and may charge reasonable actually incurred waiting or aborted-visit costs. The original £30/hour waiting rate may be used only if clearly agreed beforehand, applied proportionately and permitted by law. The team may have to leave to attend another booking.
- Airbnb changeovers are maintenance-style turnovers, not full deep cleans. We strongly recommend an initial deep clean; heavy limescale, ingrained grease, extensive mould, deep appliance detailing and damage restoration are outside routine turnover unless quoted.
- For guest stays longer than 14 nights, consider a mid-stay cleaning. If a long stay leaves substantially more work, we may propose a longer slot and additional price for approval. The original automatic 50% long-stay surcharge is replaced by a quotation based on extra work actually required.
- Airbnb extra services available by advance quotation include: oven deep cleaning; dishwasher interior/filter; fridge shelves and drawers; extractor hood/filter; washing-machine drum/dispenser descale; carpets, upholstery, curtains and mattresses; off-site laundry/collection; and shopping for replacement supplies.

- Holiday or bank-holiday premiums may apply only if stated and accepted in the quotation. The voluntary three-day end of tenancy re-clean guarantee does not apply to Airbnb turnover services.

Appendix D — Carpet and upholstery cleaning: detailed conditions

- Carpet and upholstery extraction is a separately quoted service. The original service list indicated a minimum visit charge of £85, or £95 in Central London; these are historical price indications only and the confirmed written quotation controls the actual price.
- Tell us the number, size and type of carpeted rooms, flights of stairs, upholstery items, fabric condition, stains, pets and any access issues. Extras not included in the accepted quotation need customer approval before work.
- We may require lift access for heavy extraction equipment above the first floor. If access is by stairs, disclose it in advance; any practical limitation or extra fee will be set out in the quote rather than imposed unexpectedly.
- Arrange nearby lawful parking or discuss paid parking in advance. Congestion charges and other route-specific fees must be identified in the quote where reasonably foreseeable. We do not pass on parking fines automatically where Busy Bee or its team is responsible for the contravention.
- Please vacuum the carpets and remove small loose items and light furniture before our arrival if requested. We may safely move small items but will not move heavy furniture, fixed installations or unstable objects.
- Water and electricity must be available, and the property must be safe to access. Please tell us about pre-existing damage, frayed edges, loose seams, dye instability, delicate fabrics and previous chemical treatments.
- Cleaned carpets or upholstery may remain damp for several hours and occasionally up to a day or longer depending on pile, fabric, ventilation, heating and humidity. Good ventilation helps drying. Protective overshoes may be supplied when available.
- Not all stains, marks, odours, pet contamination, smoke, dye transfer or damage can be removed safely. Some treated stains can reappear as embedded residues wick back to the surface; we will investigate whether this represents an avoidable service fault or a material limitation.
- Same-day cancellations and failed access are handled under section 5, not an automatic travel penalty. If a cleaning issue is reported, we investigate it under section 12 and applicable consumer rights; there is no blanket waiver of refunds simply because a customer signed off.
- The three-day voluntary end of tenancy re-clean guarantee is not included with standalone carpet or upholstery bookings.

Appendix E — Suggested early-start acknowledgement for bookings

This separate statement is intended for customers booking remotely who expressly wish the service to start within an applicable 14-day cancellation period. It should be presented as a separate active choice, not a pre-ticked box, and confirmed on a durable medium. It is not a substitute for providing the full statutory cancellation information and booking confirmation.

“I expressly request that Busy Bee End of Tenancy Cleaning Services Ltd begin the cleaning service on the agreed date, even if this falls within my statutory 14-day cancellation period. I understand that if I cancel after the service has started, I may have to pay a proportionate charge for work properly carried out before cancellation where the law permits. I acknowledge that, once the service has been fully performed following my request, I may lose the statutory 14-day cancellation right for that service. This does not affect my rights if the service is not provided with reasonable care and skill.”

Suggested booking record: customer name; property address; service and total price; booking date; scheduled cleaning date; copy/version of terms provided; cancellation information sent; the customer’s express early-start request and acknowledgement (if applicable); and dated confirmation.