



## Terms & Conditions

Version 1.0  
Effective from: 3 July 2026

### 1. Agreement

By booking a service with Harlya Home Services ("we", "our", "us"), you agree to these Terms & Conditions. These terms are designed to ensure a clear understanding between us and help us provide the best possible service.

### 2. Our Services

We provide a range of professional residential and property support services, including regular domestic cleaning, one-off deep cleans, Airbnb and holiday let changeovers, end of tenancy cleaning, property management support and other agreed cleaning services. The exact scope of work will always be agreed with you before the service takes place.

### 3. Bookings

Your booking is confirmed once we have accepted your request. Whilst we will always do our best to accommodate your preferred dates and times, all bookings are subject to availability.

### 4. Pricing

To help us provide a smooth and efficient service, payment is required before your scheduled appointment unless an alternative arrangement has been agreed in writing.

For one-off services, full payment must be received before the appointment. For regular or ongoing services, a separate payment arrangement may be agreed.

If payment has not been received before the scheduled service, we may need to postpone or cancel the appointment until payment has been made.

### 5. Cancellations

We understand that plans can sometimes change.

More than 48 hours' notice - no cancellation charge.

24-48 hours' notice - 50% of the booking fee.

Less than 24 hours' notice - 100% of the booking fee.

If our team is unable to gain access to the property at the agreed time, the full booking fee will apply.

### 6. Access to Your Property

Please ensure we have safe and uninterrupted access to the property at the agreed appointment time. Where applicable, alarm codes, parking arrangements and any special access instructions should be provided in advance. If we are unable to access the property or experience significant delays due to incorrect information, additional waiting or call-out charges may apply.

### 7. Satisfaction Guarantee

Your satisfaction is important to us.

If you are unhappy with any aspect of our service, please let us know within 24 hours, ideally with photographs where appropriate. We will assess the issue promptly and may, at our discretion, offer a complimentary re-clean of the affected areas before any refund is considered.



#### **8. Photography**

To help us deliver the highest standards of service, we may take photographs before, during or after a visit for purposes including quality assurance, documenting the condition of a property, reporting maintenance issues, evidencing completed work, and supporting our Airbnb, holiday let and property management services.

Where reasonably possible, we will avoid including personal or sensitive belongings in photographs. Images will be stored securely and used only for legitimate business purposes.

We will never use photographs of your property for marketing, advertising, our website, social media or any other promotional material without your prior permission.

#### **9. Force Majeure**

Whilst we will always aim to fulfil our commitments, we cannot be held responsible for delays or cancellations caused by circumstances beyond our reasonable control, including severe weather, illness, accidents, transport disruption or other unforeseen events.

#### **10. End of Tenancy Cleaning**

We clean to a high professional standard and work to meet the requirements typically expected by landlords and letting agents. However, as tenancy deposit decisions remain entirely at their discretion, we cannot guarantee the return of any tenancy deposit.

#### **11. Property Management**

Our property management services are carried out with reasonable care and professionalism. We cannot accept responsibility for interruptions caused by utility providers, third-party contractors or circumstances beyond our control.

#### **12. Health & Safety**

To protect both our team and our clients, our staff will not:

Work at unsafe heights.

Move excessively heavy furniture or appliances.

Handle hazardous waste, bodily fluids or dangerous chemicals.

Carry out any task that may place themselves or others at risk.

#### **13. Client Responsibilities**

To help us deliver the best possible service, we kindly ask that clients:

Provide access to running water and electricity.

Ensure the property is safe to work in.

Secure pets where appropriate.

Inform us in advance of any known hazards or special requirements.

#### **14. Damages**

Whilst every reasonable care is taken, accidents can occasionally happen. Any accidental damage must be reported within 24 hours so it can be investigated promptly. Harlya Home Services cannot accept responsibility for damage resulting from faulty fixtures, poor installation, pre-existing defects, normal wear and tear or fragile items that were not reasonably apparent.



#### **15. Valuable & Fragile Items**

Whilst our team takes every reasonable care when working in your property, we recommend that valuable, sentimental or fragile items are stored safely before your appointment. If there are any items requiring special handling, please let us know before the service begins.

#### **16. Parking & Charges**

Where parking charges or permits are required to access the property, these should either be provided by the client or agreed in advance. Any additional parking costs may be added to the final invoice where applicable.

#### **17. Liability**

Our liability for any claim relating to the services we provide is limited to the total amount paid for the service giving rise to that claim. We are not responsible for any indirect, incidental or consequential losses.

#### **18. Keys & Security**

Any keys, access cards or security codes provided to us will be stored securely and used solely for the purpose of carrying out the agreed services.

#### **19. Complaints**

If you have any concerns about our service, please contact us within 24 hours of the appointment. We will always aim to resolve any issues promptly, fairly and professionally.

#### **20. Non-Solicitation**

Our team is one of our greatest assets.

Clients agree not to directly employ or engage any member of staff or cleaner introduced by Harlya Home Services during our working relationship or within 12 months of the last service without our written consent. Should this occur, an introduction fee of –£2,000 will become payable.

#### **21. Privacy**

We respect your privacy and only collect the personal information necessary to provide our services. Your information will be handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

#### **22. Changes to These Terms**

We may update these Terms & Conditions from time to time. Any updated version will apply to future bookings and will be made available upon request or via our website.

#### **23. Governing Law**

These Terms & Conditions are governed by the laws of England and Wales. Any dispute arising from these Terms or our services shall be subject to the exclusive jurisdiction of the courts of England and Wales.

**By booking a service with Harlya Home Services, you confirm that you have read,  
understood and accepted these Terms & Conditions.**