

MyT Clean Ltd

Terms and Conditions

These Terms and Conditions govern the services provided by MyT Clean Ltd

(“we”, “our”, or “us”) to the client (“you”, “your”). By booking our services, you agree to the following terms:

1.

Services Provided

We offer residential and/or commercial cleaning services as requested by the client. Services may include general cleaning, deep cleaning, move-in/move-out cleaning, post-construction cleaning, and other custom services.

2.

Appointments & Access

- All appointments must be scheduled in advance.
 - You are responsible for providing access to the property at the scheduled time.
 - If we are unable to access the property, a cancellation or lockout fee may apply.
-

3.

Pricing & Payment

- Rates are provided at the time of booking and are subject to change.
 - Payment is due upon completion of service unless otherwise agreed.
 - We accept bank transfer only and online payments.
-

4.

Cancellations & Rescheduling

- We require at least 24 hours' notice for cancellations or rescheduling.
 - Cancellations with less than 24 hours' notice will incur a cancellation fee.
 - No-shows or lockouts may be charged at full-service price.
-

5.

Satisfaction Guarantee

- If you are not satisfied with our service, please contact us within 24 hours.
 - We will return to re-clean the area in question at no extra cost.
-

6.

Client Responsibilities

- Secure all valuables and fragile items before the cleaning appointment.
 - Inform us of any areas that require special care or should not be cleaned.
 - Provide a safe working environment (e.g., running water, electricity, no aggressive pets).
-

7.

Liability

- We are insured for damages directly caused by our staff during service.
 - We are not liable for pre-existing damages, wear and tear, or improperly installed fixtures.
 - We do not handle or clean hazardous materials.
-

8.

Out Sourcing Of Services

- MyT Clean reserves the right to outsource certain tasks to third-party service providers where necessary.
 - These tasks may include, but are not limited to:
 - Laundering
 - Building works
 - Gardening
 - Exterior window cleaning
 - All outsourced partners are expected to meet our standards of service and professionalism. However, MyT Clean shall not be held liable for any acts or omissions of third-party providers beyond reasonable control.
-

9.

Property Condition

- We reserve the right to refuse service if a property is deemed unsafe or unsanitary beyond reasonable cleaning.
-

10.

Privacy

- We respect your privacy. Any personal or sensitive information shared with us will remain confidential as per the Data Protection Act.
-

11.

Amendments

- We reserve the right to update or modify these Terms and Conditions at any time. The latest version will always be available on our website or upon request.
-

By using our services, you acknowledge that you have read, understood, and agree to these Terms and Conditions.

