

Terms and Conditions

Website use, cleaning bookings and property service agreements

REVISED 8 OCTOBER 2026 • VERSION 4 • FOR REVIEW

These terms apply to services supplied by Top Notch Property Solutions Ltd and to use of our website. They cover end-of-tenancy cleaning, deep cleaning, Airbnb and serviced accommodation changeovers, HMO and communal cleaning, and commercial cleaning. The written quotation or service agreement specifies the work included in your booking. Your statutory rights remain unaffected.

1. About us and your Agreement

- 1.1** Top Notch Property Solutions Ltd is registered in England and Wales, company number 16961705. Our registered office is 5 Barleycorn Drive, Birmingham, United Kingdom, B16 0NA. Contact info@topnotchproperty.co.uk or 0121 769 3532 for bookings, changes, cancellations or complaints.
- 1.2** An enquiry or website form does not by itself confirm a booking. A contract is formed when you accept our written quotation and we confirm the booking in writing. We provide the agreed scope, total price, date or service schedule, access arrangements and these terms in a format you can retain before the service starts. Any agreed variation must also be recorded in writing. A specific written agreement takes priority where it expressly changes these terms, subject to mandatory consumer protections.

2. Quotes and Prices

- 2.1** Quotes are based on the information supplied and any inspection. Tell us about the size, condition, occupancy, access and unusual cleaning requirements. An estimate is identified as an estimate; a fixed quotation is identified as fixed. The price includes VAT where applicable, and any agreed travel, parking, materials or disposal charges must be disclosed before you accept.
- 2.2** If the actual condition or requested work differs materially, we explain the additional scope and price before proceeding. We do not charge for unapproved extras. You can decline a proposed variation; we then agree how to complete the original scope safely or end the uncompleted work fairly. We do not change an agreed fixed price simply because the work takes longer than expected.

3. What is Included

- 3.1** The quotation lists the areas, tasks and any exclusions. Oven interiors, carpet or upholstery cleaning, laundry, linen hire, consumables, rubbish removal, heavy build-up, mould treatment and specialist restoration are included only where expressly listed. Before-and-after reports or recurring reports are supplied where agreed. Cleaning does not guarantee the return of a tenancy deposit, a particular inspection decision or a guest review.

4. Preparing the Property and Access

- 4.1** You must be authorised to instruct the work and arrange lawful access at the agreed time. Provide accurate key or code instructions, working water and electricity, and agreed parking or entry arrangements. Tell us about fragile surfaces, existing damage, alarms, pets, allergies relevant to products, and known hazards before the visit. Secure valuables and documents and arrange for the agreed work areas to be accessible.
- 4.2** For end-of-tenancy work, the property should be vacated and personal belongings removed unless the quotation states otherwise. For a changeover, agree the departure and next arrival times, linen arrangements and stock requirements. We will explain promptly if the available window cannot accommodate the agreed work. We do not promise a check-in deadline unless it is expressly agreed.
- 4.3** We keep access information confidential, use it only for authorised work and return keys as agreed. If access fails or essential facilities are unavailable, we contact you and try to resolve the problem. Any charge for an aborted visit must reflect a reasonable, evidenced net loss caused by the failure, after taking steps to reduce it, and must not exceed the agreed visit price. No charge arises from our own failure to attend or arrange access correctly.

5. Safe Working and Specialist Tasks

- 5.1** We use reasonable care and skill and suitable methods for the agreed surfaces. Tell us about manufacturers' care instructions or specialist finishes. We may test an inconspicuous area and stop work where a material could be damaged or a hazard makes the task unsafe. We explain the issue and agree the next step; you are not charged for work that is not delivered, except any fair charge arising from a disclosed customer-caused problem.
- 5.2** Structural repairs, electrical or plumbing work, pest treatment, asbestos, sharps, bodily fluids, hazardous waste and work at unsafe heights are outside routine cleaning. Any specialist service requires separate written agreement and suitable competence. Cosmetic cleaning cannot necessarily remove permanent stains, wear, corrosion or underlying damp. A limitation caused by the property's condition does not excuse damage caused by our negligence.

6. Rubbish and Unwanted Possessions

- 6.1** Where rubbish removal is agreed, the quotation states the items or volume and any disposal charge. Identify items authorised for disposal; we do not treat unlabelled possessions as rubbish. Waste must be transferred through lawful arrangements using appropriately registered carriers and authorised facilities, with required records. Hazardous or undisclosed waste may require a separate arrangement. We will confirm the appropriate waste carrier arrangements before undertaking any agreed removal.

7. Payment and Ongoing Services

- 7.1** Domestic one-off bookings are payable on completion unless the written quotation specifies a different arrangement. Business invoices are payable within 14 calendar days of issue unless different credit terms have been agreed in writing. Any advance payment or deposit, its due date and how it is applied are specified in the quotation and credited against the total price. Deposits are not automatically non-refundable.

- 7.2** If you query an invoice, contact us promptly so we can investigate and pay any undisputed amount when due. We send a reminder and allow a reasonable opportunity to resolve overdue payment before suspending future services. We do not impose an undisclosed late fee or recover a disputed amount automatically from stored payment details.
- 7.3** Recurring services run on the agreed schedule. Unless a separate agreement provides otherwise, you may end future recurring visits on seven calendar days' written notice. We may end an ongoing arrangement on at least 14 calendar days' written notice for a genuine operational reason that prevents us from continuing, or for a material breach that remains unresolved after a reasonable opportunity to remedy it. Serious safety concerns or unlawful instructions may require an immediate pause. Unused advance payments are refunded, less only sums properly due.
- 7.4** A price or scope change for recurring work requires your agreement before it takes effect. You may decline the change and end future services without a change-related penalty. There is no automatic new minimum term unless separately and expressly agreed.

8. Changing or Cancelling a Visit

- 8.1** Contact us as soon as possible if you need to cancel or reschedule. Outside a statutory cancellation period, cancellation at least 48 hours before a one-off visit or scheduled recurring visit is free of a cancellation charge. For shorter notice, any charge is limited to our reasonable net loss directly resulting from the cancellation, taking account of costs saved, replacement bookings and reasonable steps to reduce the loss. It cannot exceed the price of the cancelled visit. We provide a breakdown on request and refund any excess advance payment. Rescheduling is subject to availability.
- 8.2** If we cannot attend, we inform you promptly and offer a suitable alternative. You may decline it and receive a refund for undelivered work. Events genuinely beyond our control may cause delay; we keep you informed and agree a reasonable revised date. If the delay is substantial or an essential agreed deadline cannot be met, you can end the affected service and receive a refund for the undelivered part. These provisions do not limit other remedies available by law.

9. Consumer Cancellation Rights

- 9.1** If you are an individual buying mainly for purposes outside your trade or business and book at a distance, such as by phone or online, or away from our business premises, you normally have a statutory right to cancel the service contract without giving a reason. The period ends 14 calendar days after the day the contract is made. Tell us clearly by email, post or telephone before the deadline. You may use the cancellation form included in this document, but you do not have to. These rights take priority over the 48-hour cancellation arrangement.
- 9.2** If you want the work to begin during those 14 days, we obtain your express request before starting. For an off-premises contract, the request must be on a durable medium, such as email. We also explain that you lose the cancellation right only after the service is fully performed, if you have expressly requested the early start and acknowledged that consequence.

- 9.3** If you cancel after a properly requested early start but before completion, you pay only a proportionate amount for the service actually supplied up to cancellation, based on the agreed total price or a reasonable market value if that price is excessive. If the required request or information was not provided, you do not pay for service supplied during the cancellation period. We refund sums due without undue delay and within 14 days of being told of the statutory cancellation, normally using the original payment method without a refund fee. Failure to give the required cancellation information can extend the statutory cancellation period.

10. Service Concerns and Our Responsibility

- 10.1** Please report concerns promptly, ideally within 48 hours, with the booking reference, affected area and photographs where available. This helps us investigate before the condition changes; it is not a deadline that removes your legal rights. Where our service does not meet the agreed standard, we arrange an appropriate remedy. Consumer remedies may include repeat performance at our cost within a reasonable time and without significant inconvenience, or an appropriate price reduction where repeat performance is impossible or cannot be provided as required.
- 10.2** We are responsible for foreseeable loss or damage caused by our breach of contract or negligence. We are not responsible for pre-existing damage or a property defect unless our work causes additional damage. Nothing excludes liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any liability that cannot legally be limited. We do not exclude consumer rights or impose a blanket exclusion for property damage.

11. Website Content and Disputes

- 11.1** Our website provides general service information; the confirmed scope governs your booking, together with any information that is legally binding. Images and content belong to us or our licensors and may not be reused commercially without permission. External websites have their own terms and privacy arrangements. A policy update does not retrospectively change an existing contract.
- 11.2** These terms are governed by the law of England and Wales. Consumers retain any mandatory protections and rights to use the courts available in their place of residence. Business disputes are subject to the courts of England and Wales. Contact us first to seek a resolution; your legal remedies remain available.

12. Consumer Cancellation Form

Complete and return this form only if you wish to cancel a service contract. You may instead give us any clear statement that you wish to cancel. Keep a copy of your message.

Send To

Top Notch Property Solutions Ltd
5 Barleycorn Drive
Birmingham, United Kingdom, B16 0NA
Email: info@topnotchproperty.co.uk

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

Service and property address: _____

Ordered on: _____

Booking reference, if known: _____

Name of consumer(s): _____

Address of consumer(s): _____

Signature of consumer(s), only if sent on paper: _____

Date: _____

Delete "I" or "We" and "my" or "our" as appropriate.