

# SPICK N SPANN – Booking Policy



Thank you for choosing SPICK N SPANN Cleaning Services. To ensure smooth and professional service, please review our booking policy below:

## **1. Booking Confirmation**

All appointments must be confirmed via email, phone, or our online booking system. You will receive a confirmation message with your selected date, time, and service details.

## **2. Cancellation & Rescheduling**

We understand that plans can change.

To cancel or reschedule, please contact us at least 24 hours in advance.

Late cancellations (less than 24 hours) may incur a £25 cancellation fee to cover scheduling costs.

## **3. Access to Property**

Please ensure our team has access to the property at the scheduled time. If no one is present and we are unable to enter, this may be treated as a late cancellation.

## **4. Payment Terms**

Payment is due on the day of service unless otherwise agreed. We accept bank transfers, cash, and secure card payments. Invoices can be issued upon request.

## **5. Satisfaction Guarantee**

If you are not fully satisfied with our service, please notify us within 24 hours of completion, and we will do our best to resolve any concerns promptly.

## **6. Health & Safety**

Our cleaners are fully insured and follow strict health and safety guidelines. Please inform us in advance of any hazards, special instructions, or allergies.