

Thrifty Glow Edinburgh – Terms and Conditions

These terms and conditions apply to all services provided by Thrifty Glow Edinburgh for domestic and commercial cleaning. **1. Services Provided**

Thrifty Glow Edinburgh provides professional cleaning services for homes, offices, and commercial properties. All services are carried out to a high standard and in accordance with the client's requirements agreed at the time of booking.

2. Bookings and Confirmation

All bookings are subject to availability. A booking is only confirmed once the client receives confirmation from Thrifty Glow Edinburgh via email, phone, or message.

3. Pricing and Payment

Prices are agreed before work begins. Payment is due upon completion of the service unless otherwise agreed in writing. We reserve the right to amend pricing if the condition of the property differs from the original description.

4. Cancellations and Rescheduling

Clients must provide at least 24 hours' notice for cancellations or rescheduling. Late cancellations may be subject to a cancellation fee.

5. Client Responsibilities

The client must provide access to the property at the agreed time and ensure the area is safe and accessible for cleaning. Any special requirements must be communicated in advance.

6. Liability

Thrifty Glow Edinburgh takes great care when providing services. However, we are not liable for pre-existing damage, wear and tear, or issues beyond our control.

7. Satisfaction Guarantee

If a client is not satisfied with the service provided, they must notify us within 24 hours. We will make reasonable efforts to resolve any issues promptly.

8. Privacy and Data Protection

All client information is kept confidential and used only for the purpose of providing our services.

9. Changes to Terms

Thrifty Glow Edinburgh reserves the right to update or modify these terms and conditions at any time.

By using our services, you agree to these terms and conditions.