Terms & Conditions

Fresh & Green Eco Cleaning Services

Version 1.0 · Effective Sep 19, 2026

1. About us and these terms

These terms apply to all domestic cleaning work carried out by Fresh & Green ("we", "us", "our") for you, the customer. Please read them alongside your quotation — together they form our agreement.

Fresh & Green is the trading name for Jazmin Witt who is a sole trader. You can contact us on 07398 461874, at info@fresh-green.co.uk.

We are a domestic cleaning service. We bring our own equipment and use plant-based cleaning products as standard.

Nothing in these terms affects your statutory rights under the Consumer Rights Act 2015 or other consumer protection law.

2. Quotations

Our quotation is valid for 30 days from the date it is issued and is based on the information you have given us about your requirements at our initial consultation — its size, the number of rooms, its general condition and the tasks you have asked for.

If, on arrival, the property is significantly different from what it was at the initial consultation — for example it needs work outside the agreed task list — we will tell you before starting and either agree a revised price with you or limit the work to what the quoted time allows. We will not carry out extra chargeable work without your agreement.

3. Booking and your agreement with us

A contract is formed when you accept our quotation in writing (by email or text) and we confirm the date of your first visit after receiving a booking fee of £50.00 (this will be deducted from your final bill).

For regular cleaning we will agree a day and approximate time. We will do our best to keep to the same day and time each visit, but we cannot guarantee it. If we need to change your slot we will give you as much notice as we reasonably can.

Arrival times are approximate. Traffic and earlier appointments can delay us; we allow a window of one hour either side of the agreed time.

4. Your 14-day right to change your mind

Because we agree our contracts in your home, over the phone or by email, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 give you the right to cancel within 14 days of the day we confirm your booking, without giving a reason and at no cost.

To cancel, just tell us in writing at info@fresh-green.co.uk before the 14 days are up. You can use the cancellation form at the end of these terms, but you do not have to.

If you would like us to start work before the 14 days have passed, please confirm that in writing. You keep the right to cancel, but you will need to pay for the cleaning we have already done up to the point you cancel. Once we have finished the service you asked for within that period, the right to cancel no longer applies.

If applicable, we will refund anything you have paid within 14 days of you telling us you are cancelling, less the value of any work already carried out at your request.

5. Our equipment and plant-based products

We supply all our own equipment, cloths and cleaning products, so you do not need to provide anything. We ask only for access to running water and a power socket.

We use plant-based cleaning products as standard. These are effective for everyday domestic cleaning, but they work differently from harsh chemical cleaners:

- They may need longer contact time or more agitation on heavy limescale, set-in mould, burnt-on grease or old stains.
- We do not use chlorine bleach, and we will not claim a disinfectant or sanitising result unless we have agreed to use a product certified for it.
- Some results — particularly on long-neglected grouting, ovens and shower screens — improve gradually over several visits rather than in one.

If you would prefer us to use a conventional product for a specific job, or a particular product of your own, please ask. Where we use products you supply, we do so on your instruction and cannot accept liability for damage caused by that product, though we will of course use it with reasonable care.

Allergies and sensitivities. Plant-based does not mean allergen-free. Our products may contain essential oils and naturally derived fragrances. Please tell us before your first visit about any allergies, asthma, chemical sensitivity or pregnancy in the household, and about anyone in the home who may be affected, so we can choose fragrance-free alternatives or adjust what we use.

Surfaces. Please tell us about any delicate or unusual surfaces — natural stone, waxed or oiled wood, unsealed tile, antique furniture, specialist paint finishes — before we start. We will use suitable products where we can, and will leave a surface uncleaned rather than risk damaging it if we are unsure.

Safety data sheets for the products we use are available on request.

6. Access to your home

You are responsible for making sure we can get into the property at the agreed time. You can be at home, leave a key with us, or arrange a key safe — whatever suits you.

If you give us a key, we will keep it securely, labelled with a code rather than your name or address, and separately from any record of where it belongs. We will return it to you on request or when our arrangement ends. We are not liable for any loss caused by a key we hold being used by someone else unless that happened because we failed to take reasonable care.

If you give us an alarm code, please make sure it is current. If we are unable to disarm an alarm and the police or a keyholder attend, any charge for that is yours unless the fault was ours.

Lockouts. If we arrive as arranged and cannot get in — no answer, a key that does not work, or access blocked — we will wait [15] minutes and try to reach you. If we still cannot gain access, the visit counts as a late cancellation and the full charge applies.

7. What we ask of you

So that we can work safely and make the best use of the time you are paying for, please:

- Give us safe access to the property and to running water and electricity.
- Put away clothes, toys, paperwork and general clutter before we arrive. Tidying is not part of a standard clean, and time spent moving belongings is time not spent cleaning.
- Put away cash, jewellery and small valuables, and tell us about anything fragile, irreplaceable or of high sentimental value so we can leave it alone.
- Tell us in advance about pets in the home and secure any animal that may be nervous of visitors. We are happy to work around pets, but we cannot let them out, feed them or take responsibility for them.
- Tell us about any repairs, faults or hazards — loose flooring, faulty sockets, a wobbly banister, damp or mould, anything that needs a ladder.
- Let us know about parking. Where there is no free parking available, any parking charge or permit cost is added to your invoice at cost.

Please also tell us if anyone in the household has an infectious illness, so we can agree whether to go ahead.

8. What is and is not included

Your quotation lists the rooms and tasks agreed for your clean. Unless we have agreed otherwise in writing, a standard clean covers dusting, vacuuming, mopping, cleaning and sanitising kitchen and bathroom surfaces, wiping accessible cupboard fronts and appliance exteriors, and emptying bins.

The following are **not** included in a standard clean. Some we can quote for separately; others we do not undertake at all.

Not included as standard	Available as an extra?
Oven interiors, fridge and freezer interiors	Yes, quoted separately
Interior and exterior windows beyond reachable interior glass	Interior only, quoted separately
Carpet, upholstery and curtain cleaning	Yes, quoted separately
Ironing and laundry	Yes, quoted separately
Walls and ceilings	No
Clearing mould beyond light surface growth	No
Cleaning up after building, decorating or renovation work	Yes, quoted separately
Handling or clearing human or animal waste, blood, needles, or pest infestation	No
Moving furniture or any item over [15] kg	No
Any work needing a ladder above step stool height	No
Garden, garage, loft and exterior areas	No
Childcare, pet care or personal care	No

We clean what is reachable from the floor or a low step. We do not move heavy furniture or appliances, but we will happily clean behind or beneath them if you move them before we arrive.

9. Prices and payment

Our charges are set out in your quotation. We charge £20.00 per hour with a minimum clean duration of two hours per visit.

Payment is due on the day of the clean by bank transfer or cash. Bank details appear on every invoice; please use your invoice number as the reference.

We review our prices annually and will give you at least 30 days' written notice of any increase. If you do not wish to continue at the new price, you may end the arrangement before it takes effect at no cost.

If an invoice is not paid by its due date we may charge interest at 4% above the Bank of England base rate, and we may pause further visits until the account is settled. We will always contact you first.

Parking fees and permit costs are added at cost where they apply.

10. Cancelling or moving a visit

We understand that plans change. Please give us as much notice as you can.

Notice you give	What you pay
More than 48 hours	Nothing
24–48 hours	50% of the visit charge
Less than 24 hours, or we cannot get in	Full visit charge

The charge reflects the fact that we reserve the slot for you and are rarely able to fill it at short notice.

We will always try to offer you an alternative date within the same week instead of charging you.

If we have to cancel — illness, vehicle breakdown, severe weather or anything else outside our control — we will tell you as soon as we can and offer the earliest alternative date. You will not be charged for a visit we cancel.

Please tell us in advance about holidays or periods when you will not need us, so we can plan around them.

11. Ending a regular arrangement

Either of us may end a regular cleaning arrangement by giving two weeks written notice. Any visits already carried out remain payable.

We may end the arrangement immediately, without notice, if the property is unsafe to work in, if our cleaner is treated abusively or inappropriately, or if invoices remain unpaid after 30 days and reminders.

On ending, we will return any keys we hold and issue a final invoice.

12. If you are not happy with the clean

We want you to be pleased with the work, and we would much rather put something right than have you live with it.

If anything is not up to standard, please tell us within 24 hours of the visit, with a description and a photograph if that helps. We will return within 5 working days and re-clean the areas concerned at no charge.

If a re-clean does not resolve it, we will discuss a partial or full refund for the affected work.

A complaint about anything else — our conduct, a charge, how something was handled — should go to Jazmin Witt at info@fresh-green.co.uk or 07398 461887. We will acknowledge it within 3 working days and give you a full response within 14 days.

This complaints process does not affect your statutory rights, including your right under the Consumer Rights Act 2015 to have a service performed with reasonable care and skill.

13. Damage and breakages

We treat your home and belongings with care. If we break or damage something, we will tell you on the day and either repair it, replace it, or meet the cost through our insurance.

Please report any damage within 48 hours of the visit so we can look into it while the circumstances are fresh. After that it becomes very difficult for us or our insurer to establish what happened.

We cannot accept responsibility for:

- Damage caused by faulty, worn or already-damaged items, or by fixtures that were loose or insecure before we arrived.
- Wear, fading or marking that follows from ordinary cleaning of a surface you did not tell us was delicate or specially finished.
- Damage caused by a product you asked us to use.
- Existing damage, stains or marks that our cleaning reveals rather than causes.
- Items of exceptional value that you did not tell us about.

Where an item is damaged beyond repair, we will settle on the basis of its value at the time, allowing for age and condition, rather than the cost of buying new.

14. Insurance and safety

We hold Public and Product liability insurance of £5 million. A copy of the certificate is available on request.

We work to normal domestic health and safety standards. We will not:

- Work at height beyond a step stool, or on ladders.
- Move items we judge too heavy to lift safely.
- Work in a property we consider unsafe, unsanitary or a health risk — including severe infestation, exposed electrical faults, or hazardous waste.

If we arrive and find conditions we cannot safely work in, we will explain why, leave, and treat the visit as a late cancellation. We will always talk it through with you first.

15. Our liability to you

We are responsible for loss or damage you suffer that is a foreseeable result of us breaking this contract or failing to use reasonable care and skill. We are not responsible for loss or damage that is not foreseeable.

We do not in any way limit our liability for death or personal injury caused by our negligence, for fraud, or for anything else the law does not allow us to limit.

Except for those things, our total liability arising from any one visit is limited to the greater of £1,000 or the amount you have paid us in the preceding 12 months.

We supply our services for domestic and private use. If you use them for any commercial or business purpose, we have no liability for loss of profit, loss of business or business interruption.

16. Your personal information

We collect your name, address, contact details, access arrangements and payment details in order to provide the service and keep our accounts. We keep them for as long as you are a customer and for 6 years afterwards for tax purposes.

We do not sell your details or share them with anyone else for marketing. We share them only where we must — with our accountant, our insurer if there is a claim, or where the law requires it.

Anything we see in your home stays private. Our cleaners do not discuss customers' homes or take photographs, except photographs of work for our own quality records or an insurance claim, and we will ask before taking any photograph you might appear in or that shows identifying detail.

You have the right to see the information we hold about you, to have it corrected, and in some circumstances to have it deleted. Contact info@fresh-green.co.uk. You can also complain to the Information Commissioner's Office at ico.org.uk.

17. General

Changes to these terms. We may update these terms from time to time. For regular customers we will give 30 days' written notice of any material change, and you may end the arrangement before it takes effect if you do not agree to it.

Transfer. You may not transfer your rights under this contract without our written agreement. We may transfer ours if our business changes hands, and will tell you if that happens.

If part of these terms cannot be enforced, the rest continue to apply.

Third parties. This contract is between you and us. No one else has any rights under it.

Governing law. These terms are governed by the law of England and Wales, and disputes may be brought in the courts of England and Wales.

18. Acceptance

By accepting our quotation, you confirm that you have read and agree to these terms.