

Terms and Conditions

Welcome to MQ Cleaning !!

We're delighted you've chosen us to take care of your premises. To keep everything clear and fair for both you and our team, please take a moment to read through our Terms and Conditions.

By booking a clean with us, you agree to the following:

1. Payments

For **residential cleans**, payment is due **within 24 hours** of your clean being completed. We accept **[bank transfer / debit or credit card]** (paid through our secure stripe link) Late payments may result in a pause on future bookings until the balance is cleared.

2. Cancellations & Rescheduling

We understand that plans can change!

If you need to cancel or reschedule, please let us know **at least 72 hours before** your scheduled clean.

- Cancellations or changes made **within 72 hours** of your booking will incur a **€50 cancellation fee**.
- If we arrive and are unable to gain access to your property, this will also be treated as a **late cancellation**, and the €50 fee will apply.

Thank you for your understanding — it helps us keep things fair for our team and other clients.

3. Pets

We love animals, but for everyone's safety and comfort, we ask that **pets are kept in a separate room or off the premises during the clean**.

This helps our team work efficiently and keeps your pets calm and safe.

4. Health & Safety

Our cleaners follow strict health and safety standards:

- We **do not clean animal or human faeces** under any circumstances.
 - We **will not empty bins** containing **used sanitary products**.
 - Please ensure any hazardous materials or sharp objects are safely stored away before we arrive.
-

5. Cleaning Products & Equipment

We bring our own cleaning products and supplies for your convenience. However, if there is **excess pet hair** in your home, we may need to use **your own hoover and mop** to achieve the best results and protect our equipment.

6. Access to Property

Please ensure our team can access your property at the agreed time. If we cannot gain entry or begin work due to circumstances outside our control, the visit will be considered a **late cancellation** (see Section 2).

If you request that we **leave the property unlocked** after finishing the clean, please note that **MQ Cleaning cannot be held responsible** for any loss, damage, or issues that may occur once we have left the premises.

7. Travel & Service Areas

We cover a set range of areas as part of our normal cleaning routes. If your property is located **outside our standard service area**, an **additional travel charge** may apply. This fee helps cover extra travel time and fuel costs, and will always be discussed with you before confirming your booking.

8. Damage or Dissatisfaction

We take great care in every clean. If you notice any issues, please let us know **within 24 hours** so we can resolve the matter quickly. We are not responsible for normal wear and tear, pre-existing damage, or items that are not securely fitted or fixed.

9. Updates to Our Terms

We may update these Terms and Conditions from time to time. The latest version will always be available on our website.

10. Governing Law

These Terms and Conditions are governed by **Irish law**, and any disputes will be handled through the courts of **Ireland**.

Contact Us

If you have any questions or need to get in touch about your booking, you can reach us at:

 **mqcleaningdungloe@gmail.com**

 **0877904946**

 **MQ Cleaning**— based in **Dungloe Co.Donegal**