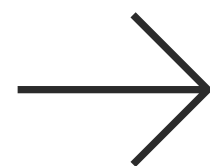


FAQs

Your Questions - Answered

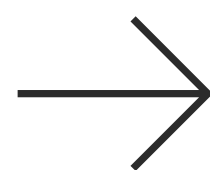




1 What services do you offer?

We provide a range of cleaning services, including residential and commercial cleaning, deep cleaning, and specialised tasks like organising fridge and oven cleaning at an extra cost.

We will conduct a walkthrough before confirming the final price to give you an opportunity to add extras



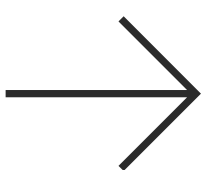


2

How do I book a cleaning service?

You can use our website www.qualitascleaning.co.uk to book your professional clean, or you can call us on 07444121756 and speak to one of ur team.

Once you have booked the service, we will pop over for a walk through to make sure you are happy with what we will be doing. You will also have the chance to add extras.

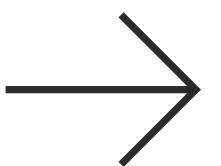




3

*Are your
cleaners
insured and
vetted?*

Yes, our cleaners are insured, background-checked, and trained to provide the highest standard of service.

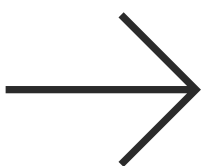




4

What cleaning products do you use?

We use eco-friendly, non-toxic products that are safe for your home, family, and the environment.





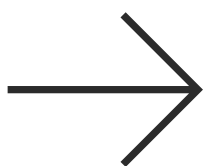
5

Can I
customise the
cleaning
services to suit
my needs?

Absolutely!

We offer flexibility with booking days and times so that we can fit around your busy schedule. We also have added extras depending on the services your require.

For example one-time deep clean or regular maintenance.



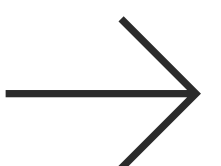


6

What if I need to cancel my appointment?

We understand that sometimes things come up. As we are regularly booking our staff to facilitate the services, we would kindly ask that cancellations are made **no later than 24 hours** before the start time of the service

If cancellations occur with less than 24 hours notice, we would charge clients 20% of the total cost as a cancellation fee.



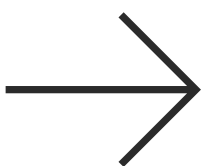


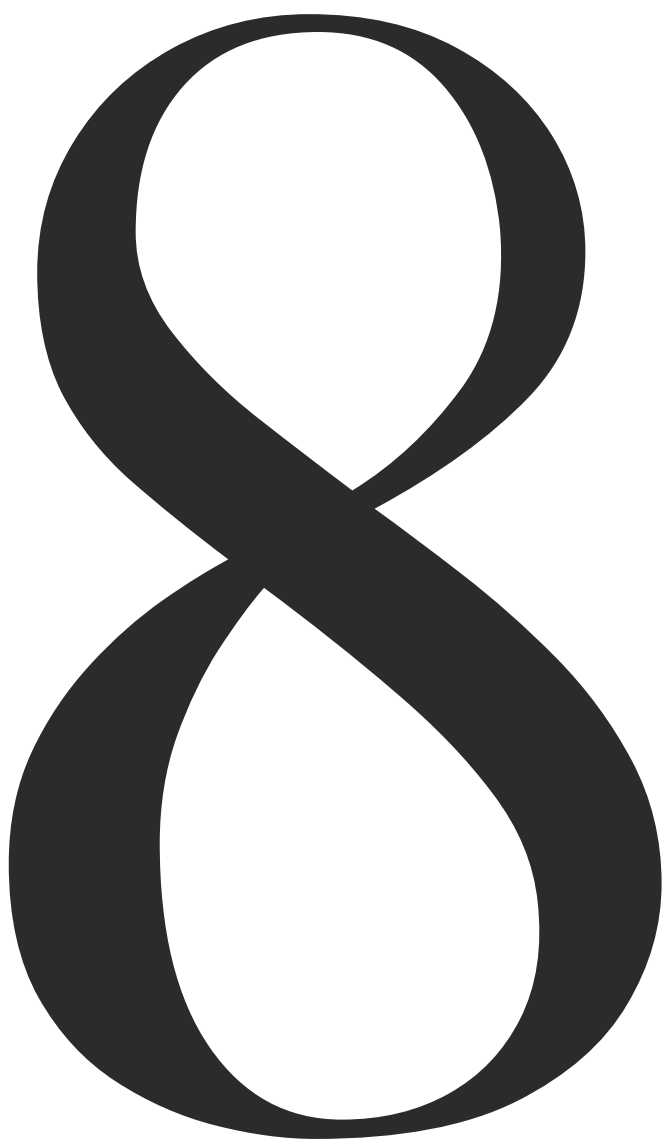
7

How often can I request the service?

Bookings can be made, on a weekly, fortnightly or one-off basis. Clients making a one-off booking are not compelled to book additional home cleaning services.

But we will always check with you in case you wanted a more consistent cleaning arrangement.



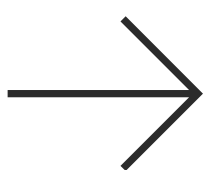


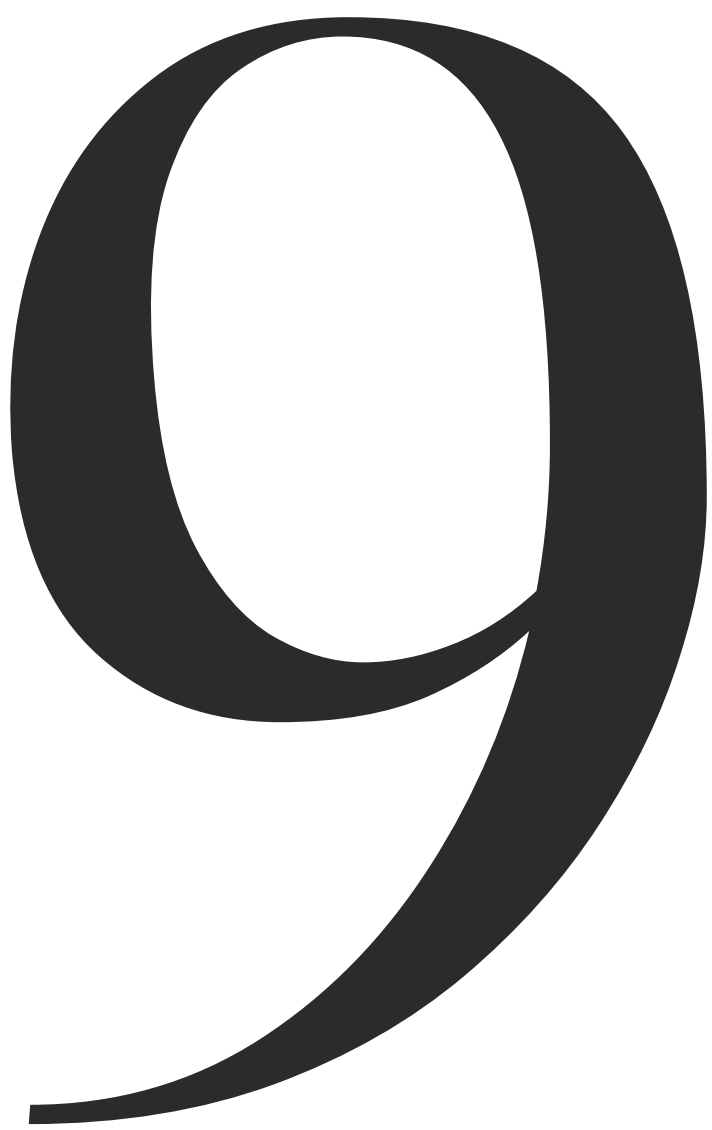
How do I prepare for my first appointment?

We will supply the cleaning resources and equipment needed to service your home.

If there are any specific products or items that you would like us to use, please leave these somewhere visible and easily accessible.

We would also advise that any items that you would not want to be handled are carefully put away.

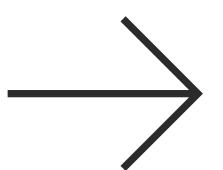




What if I am not going to be home?

During the booking and walkthrough, we will discuss the day of the service. You are welcome to leave accessibility instructions with the office or service provider conducting the walkthrough with you.

We can arrange key collection or an earlier start time depending on your individual situation. You are also welcome to email the office at contact@qualitascleaning.co.uk if you have specific access instructions.



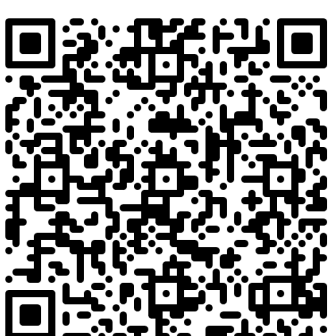


What if I am not happy with the service?

We treat compliments and complaints with the upmost priority and have a clear policy detailing how these are received and resolved.

We believe that both offer opportunities for learning.

Compliments and complaints can be submitted through our website, when contacting the main office, or by completing the feedback and evaluation form when scanning the below QR code.



contact@qualitascleaning.co.uk

