General Questions

What types of cleaning services do you offer? We specialize in contract cleaning for commercial and industrial environments. This includes office cleaning, warehouse and factory cleaning, retail spaces, schools, healthcare facilities, and more. We tailor our services to meet the specific needs of each business.

Are you licensed and insured? Yes, we are fully licensed and insured for your peace of mind. Our insurance covers both public and employer liability.

How much do your services cost? Pricing depends on the size of the premises, the nature of the work, and service frequency. We offer competitive contract rates after a free assessment.

Do you charge by the hour or by the job? Typically, commercial contracts are quoted on a monthly or per-job basis, depending on your requirements.

How do I get a quote? Simply contact us via phone or email to schedule a site visit. We'll assess your space and provide a tailored, no-obligation quote.

Do you offer free estimates? Absolutely. All quotes and assessments are free of charge.

Do you provide cleaning supplies and equipment? Yes, we supply all professional-grade products and equipment needed to deliver high-quality results.

Can I request eco-friendly or green cleaning products? Definitely. We offer environmentally friendly cleaning options upon request.

Are your cleaning products safe for staff and workplace environments? We use industry-approved, safe, and effective products that comply with UK health and safety regulations.

Do I need to be on-site during cleaning? No need. We work around your schedule, including early mornings, evenings, or overnight cleaning services. You can trust us to manage the premises securely.

How long does a typical cleaning take? Timings vary based on facility size and scope of service. We'll provide a full schedule as part of your contract.

How many cleaners will be assigned to our business? We assign teams based on your site's size and complexity. You'll always know who is on-site and when.

Can we request the same team regularly? Yes, consistency is a priority. We assign dedicated teams to each contract for reliability and familiarity.

Do you run background checks on your staff? Absolutely. All staff undergo thorough background checks and training before stepping on-site.

Are your cleaners employees or independent contractors? Our team members are direct employees, ensuring quality control, accountability, and ongoing training.

What happens if something is damaged during cleaning? We take every precaution, but in the rare event of damage, our insurance covers it, and we'll work with you swiftly to resolve the issue.

What is your cancellation policy? Contract terms include cancellation provisions. We just ask for reasonable notice in line with your agreement.

What areas do you service? We operate throughout the North West of England and the Midlands—including Manchester, Liverpool, Birmingham, Nottingham, and surrounding areas.

Do you clean on weekends or evenings? Yes, our flexible scheduling includes evenings, weekends, and even overnight cleanings to minimize disruption to your business.

How far in advance do I need to schedule? We recommend reaching out 5–7 days in advance for new contracts, though we'll always do our best to accommodate urgent requests.

Commercial Cleaning Questions

Do you clean offices? Yes, we provide professional office cleaning services for businesses of all sizes, from small offices to large corporate buildings. Our services are tailored to your schedule and cleanliness standards.

Do you clean medical facilities? We do. Our team is trained in healthcare cleaning protocols, including infection control and regulatory compliance, ensuring a safe and hygienic environment for staff and patients.

Do you provide janitorial services? Yes, we offer comprehensive janitorial services including daily maintenance, waste removal, restroom sanitation, and supply restocking.

Can you clean during non-business hours? Absolutely. We offer flexible scheduling, including early mornings, evenings, overnight, and weekends to minimize disruption to your operations.

Do you offer nightly or weekly cleaning contracts? Yes, we provide both nightly and weekly cleaning contracts, depending on your needs. We'll work with you to create a custom plan that fits your facility and budget.

Do you supply restocking for paper towels, soap, etc.? Yes, we manage and restock consumables such as paper towels, toilet paper, hand soap, and sanitizers as part of our janitorial services.

Do you clean windows or high-rise buildings? We offer interior and exterior window cleaning, including high-rise buildings, using safe and compliant methods such as rope access, water-fed poles, and elevated platforms.

Can you clean industrial or warehouse spaces? Yes, we specialize in industrial cleaning, including warehouses, factories, and production facilities. We handle heavy-duty cleaning, machinery degreasing, and floor maintenance.

Do you clean retail or restaurant spaces? We do. Our team is experienced in cleaning high-traffic retail environments and food service areas, ensuring a spotless and welcoming space for your customers.

Can you clean coworking spaces? Yes, we clean coworking spaces, including shared desks, meeting rooms, kitchens, and restrooms. We focus on hygiene, presentation, and flexibility to support your dynamic environment.

Pricing & Payments

How do I pay? We offer flexible payment options. Most clients prefer monthly invoicing via bank transfer (BACS), but we can also accommodate standing orders or direct debit arrangements for ongoing contracts.

Do you accept credit cards, checks, or cash? Yes, we accept credit/debit cards, bank transfers, and business checks. For security and traceability, we do not accept cash payments.

Is tipping expected? Tipping is not expected in commercial cleaning. Our staff are paid fairly and professionally. However, if you'd like to show appreciation during holidays or contract milestones, we're always grateful.

Are there any hidden fees? No hidden fees—ever. All pricing is transparent and outlined in your contract. Any additional services or emergency call-outs are quoted and approved in advance.

Can I get a discount for recurring service? Yes! We offer discounted rates for long-term or high-frequency contracts. The more regularly we clean, the more efficient we become—and we pass those savings on to you.

Do you offer any promotions or referral rewards? We do! We occasionally run seasonal promotions and offer referral rewards for introducing us to new clients. Ask us about our current offers or check your client portal for updates.

Do you charge extra for weekend or holiday service? Yes, there may be a modest surcharge for weekend, evening, or bank holiday services due to staffing premiums. We'll always confirm this in your quote so there are no surprises.

What if I'm not satisfied with the cleaning? Your satisfaction is our priority. If something isn't right, let us know within 24 hours and we'll rectify it promptly at no extra cost. We also conduct regular quality checks to prevent issues before they arise.

Can I get an invoice for tax or reimbursement purposes? Absolutely. We provide detailed, VAT-compliant invoices for all services, suitable for tax, accounting, or reimbursement purposes.

Do you offer bundled services? Yes, we offer custom service bundles that can include janitorial, window cleaning, consumables restocking, and more—tailored to your facility's needs and budget.

Policies & Procedures

What is your satisfaction guarantee? We stand behind the quality of our work. If you're not satisfied with any aspect of the service, let us know within 24 hours and we'll return to re-clean the area at no extra cost. Our goal is to ensure every client is 100% happy with the results.

How do you handle complaints? We take all feedback seriously. Complaints are logged, investigated promptly, and resolved within 24–48 hours. We offer corrective cleans where necessary and use the feedback to improve our service delivery and training.

Can I leave a key or code for entry? Yes, many of our clients provide secure access via key or entry code. We follow strict key control protocols and maintain a secure log of all access credentials. Keys are never labelled with identifiable information and are stored securely when not in use.

What if I need to reschedule? We understand that schedules change. Just give us at least 48 hours' notice and we'll happily reschedule your service at no extra charge. Shorter notice may incur a small fee depending on the circumstances.

What if my schedule changes last-minute? We're flexible. If something comes up unexpectedly, contact us as soon as possible. We'll do our best to accommodate the change or offer an alternative time slot. For recurring clients, we also build in buffer capacity for urgent adjustments.

Do you have insurance for damages or theft? Yes, we carry comprehensive public liability and employer's liability insurance. In the rare event of damage or loss, we'll work with you to resolve the issue quickly and professionally.

What precautions do you take for allergies? We use hypoallergenic and fragrance-free products upon request. We also train our staff to avoid cross-contamination and can tailor cleaning protocols to accommodate specific allergy concerns in your workplace.

Are your services pet-friendly? Yes, we're experienced in cleaning pet-friendly offices and facilities. We use non-toxic, pet-safe products and take extra care around animal areas to ensure a clean and safe environment for both pets and people.

What safety protocols do you follow? Our team is trained in COSHH, manual handling, and site-specific risk assessments. We use PPE, follow colour-coded cleaning systems, and adhere to all HSE guidelines to ensure a safe working environment for both our staff and your team.

Can I meet my cleaner beforehand? Absolutely. For long-term contracts, we're happy to arrange a meet-and-greet with your assigned cleaner or team leader. This helps build trust and ensures everyone is aligned on expectations from day one.

Environmentally Friendly Practices

Do you use non-toxic products? Yes, we prioritise the use of non-toxic, biodegradable cleaning products that are safe for both people and the environment. These products

are free from harsh chemicals like ammonia, chlorine, and VOCs, helping to maintain healthier indoor air quality.

Are your practices environmentally sustainable? They are. We follow sustainable cleaning protocols that include using concentrated solutions, refillable containers, energy-efficient equipment, and water-saving techniques. Our team is trained in green cleaning methods to reduce environmental impact without compromising on cleanliness.

Do you reduce plastic or waste during cleaning? Absolutely. We actively reduce waste by using reusable microfibre cloths, refillable spray bottles, and eco-friendly packaging. We also work with suppliers who offer recyclable or compostable materials to minimise single-use plastics.

Can you use my preferred cleaning products? Yes, we're happy to accommodate your preferences. If you have specific products you'd like us to use—whether for environmental, health, or brand reasons—just let us know and we'll integrate them into your cleaning plan.

Do you support local or eco-conscious brands? We do. Whenever possible, we source from UK-based suppliers that share our commitment to sustainability. We favour brands with recognised eco-certifications and those that use plant-based, cruelty-free, and responsibly packaged products.

Customer Service Questions

How do I contact you? You can reach us via phone, email, or through our website's contact form. We also offer a client portal for existing customers to manage services and communicate directly with our team.

Do you offer online booking? Yes, we provide online booking for consultations and service requests. Clients can schedule site visits, request quotes, or adjust service plans through our website or booking platform.

Do you have a mobile app? We currently use a mobile-friendly client portal that allows you to manage appointments, view invoices, and communicate with our team. A dedicated app is in development to make access even easier.

Can I update or change my service online? Absolutely. You can request changes to your service schedule, scope, or frequency through our online portal or by contacting our support team directly.

How quickly do you respond to inquiries? We aim to respond to all inquiries within 1 business hour during working hours. For urgent matters, we offer a priority line for contract clients.

Do you send appointment reminders? Yes, we send automated email and SMS reminders ahead of scheduled services. These include time, assigned team, and any special instructions.

What happens if a cleaner is sick or late? We have contingency staff on standby. If a cleaner is unavailable or delayed, we'll notify you immediately and dispatch a replacement to ensure continuity of service.

Will I be notified of any issues during cleaning? Yes. Our team is trained to report any issues—such as access problems, safety concerns, or maintenance observations—through our reporting system. You'll receive a summary after each visit.

Can I leave feedback after my service? Definitely. We encourage feedback through post-service surveys, your client portal, or directly with your account manager. Your input helps us improve and maintain high standards.

Do you offer emergency or same-day cleaning? Yes, we provide emergency and same-day cleaning services for urgent situations like spills, floods, or last-minute inspections. Availability depends on location and time of request, so we recommend calling us directly for the fastest response.

Recurring Services

What frequencies do you offer (weekly, biweekly, etc.)? We offer flexible cleaning schedules including daily, weekly, biweekly, and monthly services. The frequency depends on your facility's size, foot traffic, and industry requirements. We also provide custom schedules for businesses with unique operational hours or seasonal needs.

Can I switch frequencies if my needs change? Absolutely. We understand that business needs evolve. Whether you're scaling up, downsizing, or adjusting to seasonal demand, we can modify your cleaning frequency with reasonable notice. Our goal is to keep your space clean and your service plan aligned with your operations.

Is there a contract for regular service? Yes, we provide clear, professional service agreements for recurring clients. These outline the scope of work, schedule, pricing, and terms. Contracts are typically rolling monthly or annual, with flexibility built in for adjustments as needed.

What happens if my cleaning day falls on a holiday? If your scheduled cleaning falls on a public holiday, we'll contact you in advance to reschedule or offer an alternative solution. We also offer holiday cleaning at a premium rate if uninterrupted service is required.

Will the same cleaner come every time? Yes, we prioritise consistency by assigning the same cleaner or team to your site. This builds familiarity, trust, and efficiency. In the rare case of absence, we provide a trained substitute and notify you in advance to ensure continuity.