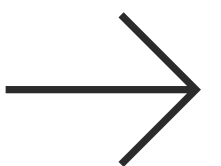


# FAQs

Your Questions – Answered

[contact@qualitascleaning.co.uk](mailto:contact@qualitascleaning.co.uk)





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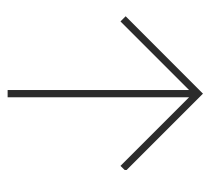
# 1

## 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.

[contact@qualitascleaning.co.uk](mailto:contact@qualitascleaning.co.uk)





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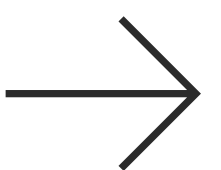
# 2

## How do I book a cleaning service?

You can use our website  
[www.qualitascleaning.co.uk](http://www.qualitascleaning.co.uk) to book your  
professional clean, or you can call us on  
**07368 644 358** 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.

[contact@qualitascleaning.co.uk](mailto:contact@qualitascleaning.co.uk)







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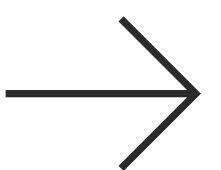


# 3

## Are your cleaners insured and vetted?

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

[contact@qualitascleaning.co.uk](mailto:contact@qualitascleaning.co.uk)







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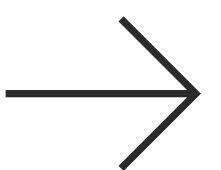


# 4

## What cleaning products do you use?

We use products that are safe for your home, family, pets and the environment.

[contact@qualitascleaning.co.uk](mailto:contact@qualitascleaning.co.uk)





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# 5

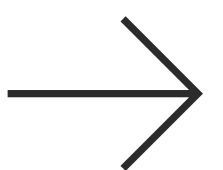
Can I  
customise  
the  
cleaning  
services to  
suit my  
needs?

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.

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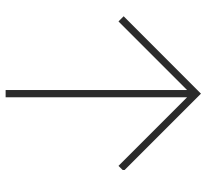
# 6

## 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.

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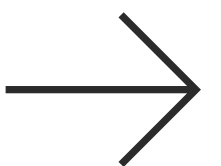
# 7

## How often can I request the service?

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

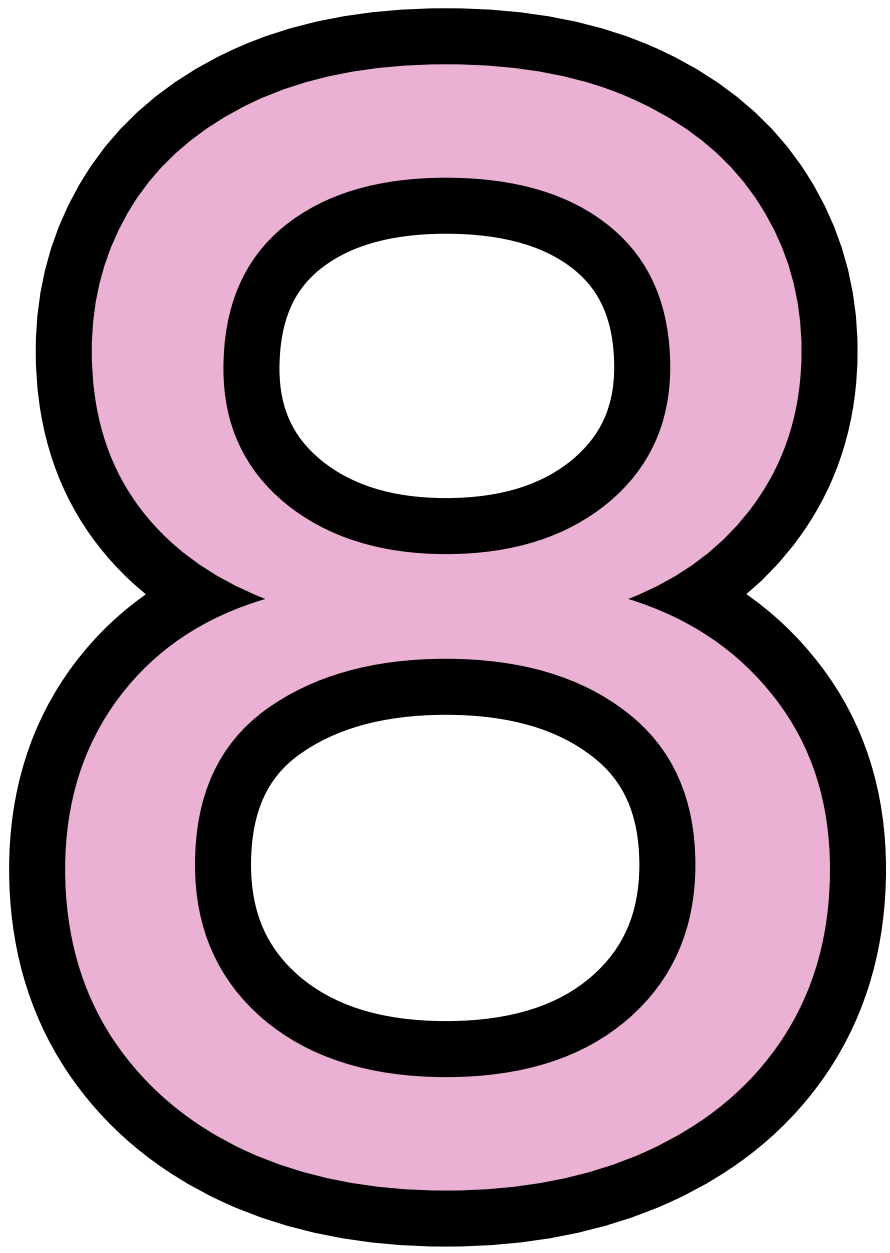
But we will always check with you in case you wanted a more consistent cleaning arrangement.

[contact@qualitascleaning.co.uk](mailto:contact@qualitascleaning.co.uk)





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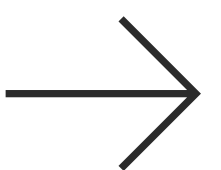
## How do I prepare for my first appointment?

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

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.

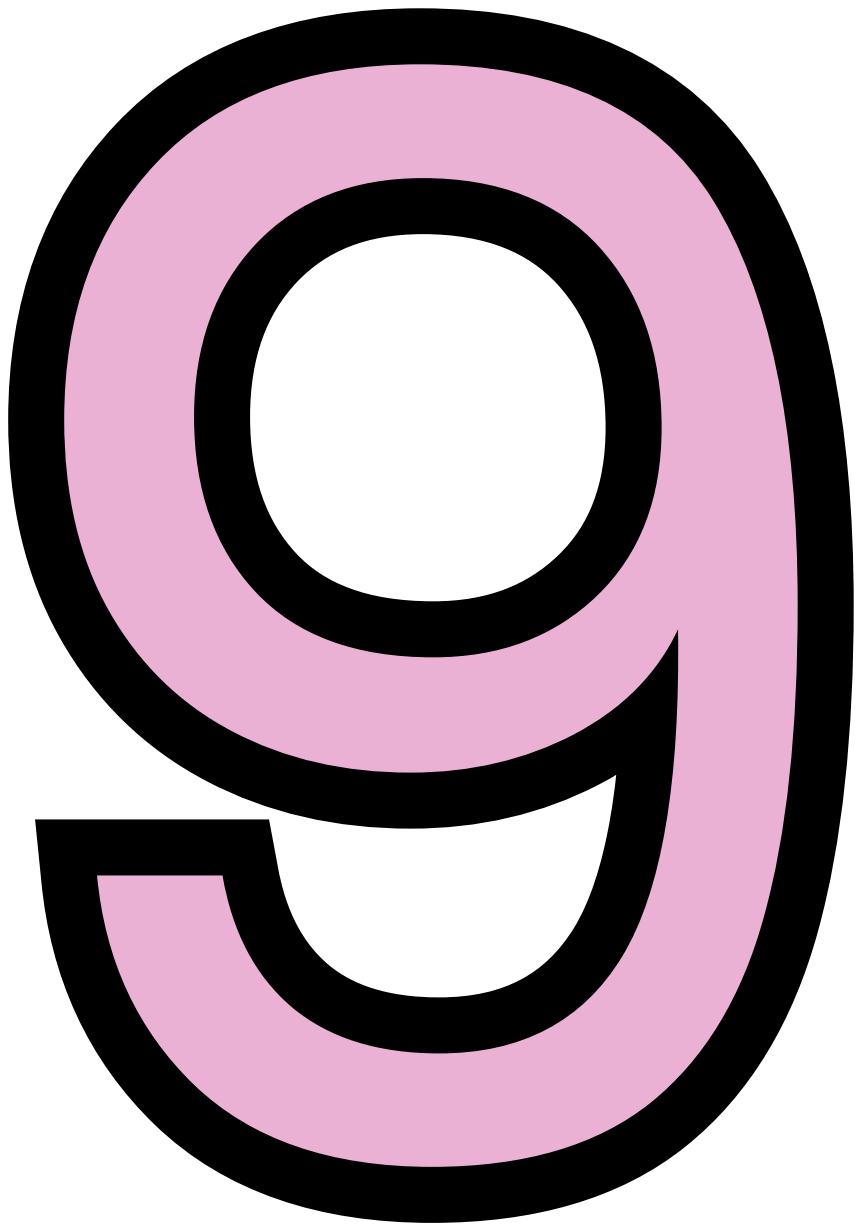
[contact@qualitascleaning.co.uk](mailto:contact@qualitascleaning.co.uk)







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## What if I am not going to be home?

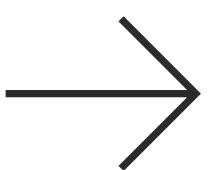
During the booking and walkthrough, we will discuss the day of the service.

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](mailto:contact@qualitascleaning.co.uk) if you have specific access instructions.

[contact@qualitascleaning.co.uk](mailto:contact@qualitascleaning.co.uk)







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# 10



## What if I am unhappy with the service?

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

We believe that feedback offers valuable opportunities for learning.

Compliments and complaints can be submitted through our website, through contacting us on 07368644358 or emailing us at [contact@qualitascleaning.co.uk](mailto:contact@qualitascleaning.co.uk)

[contact@qualitascleaning.co.uk](mailto:contact@qualitascleaning.co.uk)

