



MAYA CRYSTAL CLEANS & REPAIRS

PROFESSIONAL CLEANING
& HANDYMAN SERVICES



CLIENT

Welcome Pack

www.mayacrystalcleans.com

WELCOME,

Clean Space, Clear Mind

We are thrilled to welcome you to Maya Crystal Clean, where cleanliness meets serenity. Our commitment is to provide you with exceptional cleaning services that not only transform your space but also elevate your state of mind.



A clean environment is the foundation for a clear and focused mindset, and we are here to make that happen for you.

At Maya Crystal Cleans, we offer a range of professional cleaning services tailored to meet your specific needs. Whether it's a residential space, office or commercial establishment.

Our dedicated team is ready to create a spotless and refreshing environment for you.

Stay Connected

Follow us on social media to stay updated on cleaning tips, special offers, and more.

Connect with us on Facebook

@Maya Crystal Cleans .



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WHAT YOU CAN

Expect from Us



✓ Professionalism

Our team exemplifies the highest levels of professionalism, ensuring that every aspect of our service is conducted with integrity, efficiency, and respect. From our prompt arrival to meticulous attention to detail in our cleaning methods.



✓ Quality

Quality control is the cornerstone of our cleaning services, reflecting our unwavering commitment to excellence. At every stage of our operations, from initial assessment to post-cleaning inspection, stringent quality control measures are implemented.



✓ Timeliness

Timeliness is a core value in our cleaning services, reflecting our commitment to efficiency and reliability. We understand the importance of punctuality and strive to deliver our cleaning services promptly and on schedule, respecting our clients' time and schedules.

OUR CLEANING

The Cleaning Options

We are delighted to have you on board and would like to take this opportunity to provide you with some valuable information about the differences between regular cleaning, deep cleaning, and end-of-tenancy cleaning.

Regular Cleaning

When you opt for our regular cleaning services, you are choosing to maintain a consistent level of cleanliness in your home.

This type of cleaning is typically scheduled on a weekly, bi-weekly, or monthly basis, depending on your specific needs.

Regular cleaning is designed to tackle common cleaning tasks, ensuring that your home stays in good condition.

Included in Regular Cleaning:

- Floors are swept, cleaned, and mopped
- Carpets and rugs are vacuumed
- Surfaces (including fixtures and appliances) are wiped for dust
- Mirrors wiped down
- Bathroom and kitchen areas are thoroughly cleaned and disinfected
- Doors and window frames are cleaned
- Vents dusted
- Trash is taken out
- Beds are made
- Cobwebs removed

Regular cleaning is cost-effective compared to deep cleaning, as it focuses on maintenance rather than an extensive overhaul.





Deep Cleaning

Deep cleaning goes beyond the regular tasks and involves a meticulous approach to cleaning your home. It is a more detailed and comprehensive service that addresses hard-to-reach and often neglected areas. Deep cleaning is recommended for first-time customers, ensuring a thorough cleaning of your space before transitioning to a regular cleaning schedule.

Included in Deep Cleaning:

- Hand-wiping of areas that are often neglected or hard-to-reach.
- Complete rubdown of surfaces inside your home.
- Enhanced sanitation and attention to detail
- Comprehensive cleaning to improve overall liveability

Deep cleaning takes more time and is priced higher than regular cleaning due to its thorough nature.

It provides a fresh start for your living space and sets the foundation for ongoing maintenance through regular cleaning.

End Of Tenancy Cleaning

Our end-of-tenancy cleaning service is designed to meet the specific needs of tenants moving out or landlords preparing a property for new occupants. This service ensures that the property is left in pristine condition, meeting or exceeding the expectations of landlords and property managers.

TERMS AND CONDITIONS

For Our Cleaning Services

1. Booking and Confirmation:

- a. All cleaning service bookings are subject to availability.
- b. Clients must provide accurate and complete information during the booking process.
- c. New clients are required to pay a £25 deposit upfront, which will later be deducted from the cleaning fee; the remaining balance is payable upon completion of the cleaning service.
- d. For end of tenancy cleans, a £80 deposit is required upfront, which will be deducted from the final payable amount upon completion of the service

2. Cancellation Policy:

- a. A minimum notice of 24 hours is required for cancellations or rescheduling.
- b. Clients must notify Maya Crystal Cleans via phone or email for cancellations.
- c. Cancellations made within 24 hours of the scheduled appointment may incur a cancellation fee.

3. Payment:

- a. Payment is due upon completion of services, unless otherwise agreed upon in writing.
- b. Accepted forms of payment is bank transfer.
- c. Late payments may be subject to additional charges.

4. Access to Premises:

- a. Clients must provide access to the premises at the scheduled time.
- b. In the event of denied access or no-show, a cancellation fee may apply.

5. Service Scope:

- a. The agreed-upon cleaning services will be performed as specified in the booking.
- b. Any additional services requested on-site may incur extra charges.

TERMS AND CONDITIONS CONTINUED

6. Clients Responsibilities:

- a. Clients are responsible for providing necessary cleaning supplies unless otherwise arranged.
- b. Clients must disclose any hazards, security concerns, or special instructions before the service commences.

7. Quality Assurance:

- a. Maya Crystal Cleans strives for customer satisfaction. Any concerns or issues should be reported within 24 hours of service completion.

8. Liability:

- a. Maya Crystal Cleans is insured and will take reasonable care during cleaning services.
- b. Clients are responsible for securing valuable or fragile items.

9. Termination of Service:

- a. Maya Crystal Cleans reserves the right to terminate services due to unsafe conditions, misconduct, or other reasonable causes.

10. Confidentiality:

- a. Maya Crystal Cleans respects client privacy and will not disclose sensitive information to third parties.

11. Force Majeure:

- a. Maya Crystal Cleans is not liable for any failure or delay in service due to circumstances beyond its control, such as natural disasters or unforeseen events.

12. Amendments:

- a. Maya Crystal Cleans reserves the right to update or modify these terms and conditions. Clients will be notified of any changes.

By engaging in our cleaning services, clients acknowledge and agree to abide by these terms and conditions.