

HOCAL LTD

CLEANING SERVICES

Terms & Conditions of Service

These Terms and Conditions govern the provision of cleaning services by HOCAL Ltd to all residential and commercial clients. By booking a service with HOCAL Ltd, the Client agrees to be bound by these Terms and Conditions.

Company: HOCAL Ltd, registered in England and Wales

Registered Address: 40 Gurney Street, Darlington, DL1 2HR

Contact: info@hocal.co.uk | 0330 133 3263

Effective Date: February 2026

These Terms apply to all services listed on our website and any bespoke services agreed in writing.

1. Definitions

“The Company” — means HOCAL Ltd and/or any operatives, employees, or subcontractors acting on behalf of HOCAL Ltd.

“The Client” — means the person, business, or organization that books or receives cleaning services from the Company.

“Services” — means the cleaning services carried out by the Company as agreed in a quotation, booking confirmation, or service agreement.

“Cleaning Visit” — means a single scheduled attendance at the Client’s premises to carry out the agreed Services.

“Quotation” — means a written estimate of costs provided by the Company for the agreed scope of work.

“Service Agreement” — means a formal written contract between the Company and a commercial Client for ongoing or recurring cleaning services.

2. Bookings & Quotations

2.1. All services are subject to availability and must be booked in advance by telephone, email, or through our website contact form.

2.2. A booking is confirmed only when the Client receives written confirmation from the Company by email, text message, or letter.

2.3. All quotations are provided free of charge and are valid for 30 days from the date of issue, after which the Company reserves the right to revise the price.

2.4. Quotations are based on the information provided by the Client. If the condition of the premises differs significantly from the description, the Company reserves the right to revise the quote before or during the Cleaning Visit.

2.5. By accepting a quotation or booking a service, the Client agrees to these Terms and Conditions in full.

2.6. For commercial contracts, a formal Service Agreement will be issued and must be signed by both parties before services commence.

3. Services

3.1. The Company will carry out all Services to a professional standard with reasonable care and skill, in accordance with the Consumer Rights Act 2015.

3.2. The scope of each cleaning will be based on the agreed quotation or service specification. Any additional work requested during a Cleaning Visit will be quoted separately and is subject to availability.

3.3. The Company provides its own professional-grade equipment and cleaning products unless otherwise agreed. If the Client requires the use of specific products (e.g. eco-friendly, allergen-free), this must be communicated at the time of booking.

3.4. The Company will endeavor to send the same operative(s) for regular/contract cleans but reserves the right to send a replacement of equal competence if necessary.

3.5. Post-construction cleaning, deep cleans, and end-of-tenancy cleans may take significantly longer than standard cleans depending on the condition of the property. The Company will advise an estimated timeframe where possible.

3.6. The Company does not dispose of hazardous materials, clinical waste, or biohazard waste. If such materials are found during a Cleaning Visit, the Company will notify the Client and may suspend the cleaning until the hazard is removed.

4. Access & Client Obligations

4.1. The Client must provide safe, unobstructed access to the premises at the agreed time. If the operative is unable to access the premises and no prior notice has been given, a failed-access charge of up to 50% of the quoted price may apply.

4.2. If keys, codes, or fobs are provided for access, the Client does so at their own risk. The Company will take reasonable care of all access items and return them promptly upon completion or termination of the service.

4.3. The Client must inform the Company of any known hazards, security systems, pets, parking restrictions, or special access requirements before the Cleaning Visit.

4.4. All fragile, valuable, or sentimental items should be secured or removed prior to cleaning. The Company will take reasonable care but cannot accept liability for items not disclosed or not secured.

4.5. The Client is responsible for ensuring that the premises have a working water supply and electricity where required for the Services to be carried out.

4.6. For commercial clients, the Client must provide the Company with relevant health and safety information, including fire evacuation procedures, asbestos registers, and COSHH requirements where applicable.

5. Payment Terms

Residential Clients

5.1. Payment for one-off residential cleans (deep cleaning, end of tenancy, pressure washing, etc.) is due in full upon completion of the service, unless otherwise agreed in writing.

5.2. A non-refundable deposit of 25% may be required at the time of booking for large or specialist jobs (e.g. post-construction, HVAC cleaning). The balance is due upon completion.

5.3. We accept payment by bank transfer (BACS), debit/credit card, or cash.

Commercial Clients

5.4. Commercial clients on contract will receive invoices at the agreed frequency (weekly, fortnightly, or monthly). Payment is due within 14 days of the invoice date unless otherwise agreed in a Service Agreement.

5.5. Late payments may incur interest at a rate of 8% above the Bank of England base rate, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998. The Company also reserves the right to claim reasonable recovery costs under the same legislation.

5.6. If payment remains outstanding after 30 days, the Company reserves the right to suspend all further services until the account is settled.

5.7. All prices are exclusive of VAT unless stated otherwise. If the Company becomes VAT-registered, VAT will be added to invoices at the prevailing rate.

General

5.8. All prices are subject to annual review. The Company will provide 30 days' written notice of any price changes to contract clients.

5.9. Quotes for end-of-tenancy cleaning are based on the property being in a reasonable, lived-in condition. Properties left in an excessively dirty, damaged, or hoarded state may be subject to additional charges, which will be communicated before additional work begins.

6. Cancellation & Rescheduling

By the Client

6.1. Cancellations made more than 48 hours before the scheduled Cleaning Visit will incur no charge.

6.2. Cancellations made between 24 and 48 hours before the scheduled visit will incur a cancellation fee of 25% of the quoted price.

6.3. Cancellations made less than 24 hours before the scheduled visit, or failure to provide access (no-show), will incur a cancellation fee of 50% of the quoted price.

6.4. Rescheduling is free of charge if requested more than 24 hours in advance and is subject to availability.

6.5. For commercial contracts, either party may terminate the agreement by providing written notice in accordance with the notice period specified in the Service Agreement (minimum 30 days unless otherwise agreed).

By the Company

6.6. The Company reserves the right to cancel or reschedule a Cleaning Visit in the event of circumstances beyond its reasonable control, including but not limited to severe weather, vehicle breakdown, illness, or staff shortages. The Company will give as much notice as possible and offer an alternative date.

6.7. If the Company cancels and is unable to offer a suitable alternative, any deposit paid will be refunded in full.

7. Satisfaction Guarantee

7.1. The Company is committed to delivering a high standard of work on every job. If the Client is not satisfied with any aspect of the clean, they must notify the Company within 24 hours of completion.

7.2. Upon receiving a complaint, the Company will arrange a re-clean of the affected areas at no additional cost, to be carried out within 48 hours (subject to availability).

7.3. The satisfaction guarantee applies to the scope of work agreed in the original quotation only. It does not cover additional work, pre-existing damage, or staining that cannot be removed through standard cleaning methods.

7.4. For end-of-tenancy cleans, the Client or their letting agent must report any issues before new tenants move in. Once a new tenant has occupied the property, the guarantee no longer applies.

8. Insurance & Liability

8.1. The Company holds comprehensive Public Liability Insurance. Details of coverage are available upon request.

8.2. In the unlikely event of accidental damage caused by the Company's operatives during a Cleaning Visit, the Client must report the damage within 24 hours and provide photographic evidence where possible. Valid claims will be processed through the Company's insurance provider.

8.3. The Company will not be held liable for:

- Damage caused by pre-existing defects, wear and tear, or faulty fittings (e.g. loose tiles, unstable shelving, corroded fixtures)
- Damage to items not disclosed to the Company or not secured by the Client prior to cleaning
- Colour fading, water marks, or reactions caused by cleaning products on surfaces that are not colourfast, untreated, or otherwise unsuitable for standard cleaning
- Damage to items of a fragile, valuable, or sentimental nature that were not removed or identified in advance
- Any loss or damage arising from information the Client failed to provide (e.g. alarm codes, asbestos presence, structural issues)

8.4. The Company's total liability for any claim shall not exceed the value of the service provided on the occasion giving rise to the claim.

8.5. Nothing in these Terms excludes or limits the Company's liability for death or personal injury caused by its negligence, or for fraud or fraudulent misrepresentation.

9. Health & Safety

9.1. The Company complies with the Health and Safety at Work Act 1974 and all relevant regulations. Risk assessments are carried out for all services and premises.

9.2. The Company's operatives are trained in the safe use of cleaning chemicals and equipment, and COSHH data sheets are available on request.

9.3. If an operative identifies an immediate health or safety risk at the premises (e.g. exposed wiring, structural instability, biohazard contamination), they may suspend or refuse to carry out the clean until the risk is addressed. No cancellation fee will apply in such circumstances.

9.4. The Client must inform the Company of any known allergens, chemical sensitivities, or respiratory conditions affecting occupants so that suitable products can be used.

10. Data Protection & Privacy

10.1. The Company collects, processes, and stores personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

10.2. Personal data collected (including name, address, contact details, and payment information) will be used solely for the purpose of providing the agreed Services, communicating with the Client, and processing payments.

10.3. The Company will not share personal data with third parties except where required by law or where necessary to process payments or insurance claims.

10.4. The Client has the right to request access to, correction of, or deletion of their personal data at any time by contacting info@hocal.co.uk.

10.5. For full details of how we handle your data, please refer to our Privacy Policy.

11. Environmental Responsibility

11.1. The Company is committed to reducing its environmental impact. Where possible, we use eco-friendly, biodegradable cleaning products that are effective yet gentle on the environment.

11.2. Clients may request the exclusive use of eco-friendly products for their clean at no additional charge, subject to suitability for the task.

11.3. The Company disposes of all waste responsibly and in compliance with local authority regulations. Any specialist waste generated during post-construction or deep cleans will be disposed of appropriately, and any associated disposal costs will be communicated to the Client in advance.

12. Complaints & Dispute Resolution

12.1. The Company takes all complaints seriously. If you are dissatisfied with any aspect of our service, please contact us within 24 hours at info@hocal.co.uk or 0330 133 3263.

12.2. All complaints will be acknowledged within 24 hours and investigated within 5 working days. We will provide a written response outlining the outcome and any proposed resolution.

12.3. If a complaint cannot be resolved to the Client's satisfaction through our internal process, the Client may refer the matter to an Alternative Dispute Resolution (ADR) provider or the relevant small claims court.

12.4. The Company is committed to continuous improvement and welcomes constructive feedback at any time.

13. Force Majeure

13.1. Neither party shall be liable for failure or delay in performing their obligations under these Terms where such failure or delay results from circumstances beyond that party's reasonable control, including but not limited to severe weather events, pandemic or epidemic, government restrictions, civil unrest, fire, flood, or utility failure.

13.2. In such circumstances, the affected party shall notify the other party as soon as reasonably practicable and the parties shall negotiate in good faith to agree on an alternative arrangement.

14. Intellectual Property

14.1. All content on the HOCAL Ltd website — including text, logos, images, and branding — is the property of HOCAL Ltd and may not be reproduced, copied, or distributed without prior written consent.

15. General Provisions

15.1. These Terms and Conditions are governed by the laws of England and Wales and are subject to the exclusive jurisdiction of the courts of England and Wales.

15.2. If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

15.3. The Company reserves the right to amend these Terms and Conditions at any time. Changes will be published on our website. For commercial contract clients, 30 days' written notice of any material changes will be provided.

15.4. A waiver of any right under these Terms is only effective if it is in writing and shall not be deemed to be a waiver of any subsequent right.

15.5. These Terms and Conditions, together with any Service Agreement or quotation, constitute the entire agreement between the Company and the Client in respect of the Services.

15.6. Nothing in these Terms is intended to or shall confer any benefit on any third party, whether under the Contracts (Rights of Third Parties) Act 1999 or otherwise.

HOCAL Ltd

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