



# Clarkes Cleaning Services

**Q:** How does your team get access if I am not at home?

**A:** There are several options available.

A) Leave a Key with a friend or neighbour

B) Leave a Key in a safe place

C) Regular customers provide a spare key which we keep in a safe place. The key is signed for and documented and return at the end of the contract.

D) We understand each customer will require different needs. Please let us know about your unique situation and we will find the easiest way to complete your cleaning.

**Q:** I work from home; can you work around me?

**A:** Absolutely, many of our customer's work from home and have chosen CCS Ltd so they can focus on their work and not worry about cleaning during the working day. We are fast, efficient and stay out of your way while you continue working uninterrupted during our visit.

**Q:** I have pets is that ok?

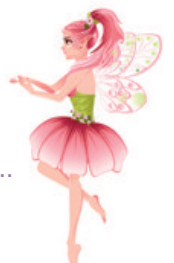
**A:** We love animals. Just let us know when booking or leave a note for our team, If there is anything special you would like us to do or know about.

**Q:** Is your site and service safe?

**A:** Yes! Our customers' safety and security are our first priority. All our team members are subject to DAB Check. Our website is fully secure.



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**Q:** What if something gets broken?

**A:** We realise that sometimes regardless of how careful we are; accidents can sometimes happen. If something is damaged please notify CCS Ltd within 24hrs of your service appointment and of course our staff will have a procedure to follow if they knowingly break something. We are fully insured to protect your home.

**Q:** How do I pay for my cleaning?

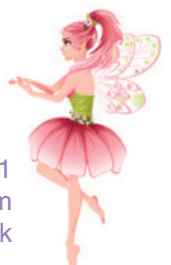
**A:** We accept cheque or bank transfer. If you are having regular cleaning, you can set up a standing order to our bank account. Details given on request. If you would like to discuss another form of payment please contact us.

**Q:** Will I have the same Cleaner each visit?

**A:** Yes, unless unforeseen circumstances arise we will replace your cleaner with the best match to your needs.

**Q:** Do you use your own products and machinery?

**A:** We treat every contract individually. You can request we use your cleaning products and machinery, otherwise we will always use our own cleaning products for quick efficient, thorough cleaning.



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