

At JMS GENERAL SERVICES, our goal is to provide dependable, high-quality cleaning with care and attention to detail. The following terms help ensure a smooth and professional service.

1. Bookings & Pricing

- 1.1 All bookings are subject to availability.
- 1.2 Prices are based on the information provided at the time of booking.
- 1.3 For services such as end of tenancy, carpet cleaning, or jet washing, prices may vary depending on property size, condition, and level of soiling.
- 1.4 Any price adjustments will always be discussed and agreed upon before work begins.

2. Payment

- 2.1 Payment is due on the day of service unless agreed otherwise in advance.
- 2.2 We accept cash, bank transfer, or online card payments via Stripe.

3. Cancellations & Rescheduling

- 3.1 We kindly request at least 48 hours' notice for cancellations or changes. Cancellations with less than 48 hours' notice may be charged up to 50% of the booking fee.
- 3.2 Missed appointments or lack of access may be charged in full.

4. Access, Safety & Utilities

- 4.1 Clients must ensure safe and reasonable access to the property.
- 4.2 For jet/power washing services, access to water and electricity is required.
- 4.3 Please inform us of pets, delicate surfaces, or any hazards prior to the appointment.

5. Service Scope & Results

- 5.1 Our team works to professional standards within the agreed service scope.
- 5.2 We do not move heavy furniture unless previously agreed.
- 5.3 While we aim for excellent results, some stains, wear, or marks may not be fully removable due to surface condition or material age.

6. Damage & Insurance

- 6.1 Any concerns or damage must be reported within 24 hours of service completion.
- 6.2 We are fully insured. Pre-existing damage, wear and tear, or issues caused by faulty surfaces are not covered.

7. Satisfaction Guarantee

7.1 Your satisfaction matters to us. If you are not completely satisfied, please contact us within 24 hours and we will do our best to resolve the matter promptly.

8. Privacy & Data Protection

8.1 All personal information is handled confidentially and used solely for booking and service-related purposes, in line with applicable data protection regulations.

8.2 For full details on how we collect, use, and protect your data — including payment processing via Stripe — please refer to our Privacy Policy, available on our website.

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