



Terms and Conditions for Cleaning Services

Payments Terms: Invoices are to be settled within 7 days of receipt, unless a prior arrangement has been made. A 5% late payment fee will be applied to overdue invoices. We reserve the right to not collect or deliver any items until payment has been received.

Photography Permissions: To enhance the promotion of our services, we capture photographs of our work. With your consent, we may use these images at our discretion on our website and social media platforms.

Cancellations: In the event that you need to cancel your domestic cleaning service, we kindly request a notice of at least 7 days prior to the scheduled service date. A cancellation made within the 7 days leading up to the service will incur a charge of 50%. If the cancellation occurs within the 7-day window preceding the service, the full payment for the service will be applied. Your understanding and cooperation are greatly appreciated.
If you are in a property managed contract, the cancellation policy will be in line with your booking provider and will be within your contract.

Key Arrangements: We kindly request either the provision of a key safe number or, alternatively, a set of keys to be held by Pure Sage Holidays. Your cooperation in facilitating access is appreciated.

Turnaround Timings: Your holiday let turnaround will be finalised between 10 am to 4 pm unless otherwise arranged beforehand. Should you have an early check in or late checkout, please inform us at your earliest convenience to ensure we will be able to accommodate your requirements.

Bank Holidays: For national bank holidays (Inc Sunday & Mondays), an additional charge of £30.00 will be invoiced. Please note that we are closed on Christmas Day, Boxing Day, New Year's Day, and Easter Sunday.

Sunday Turnarounds: Please note that we do not offer turnarounds on Sundays.

Pets: In cases where there is an excess of pet hair or noticeable mess/damage, an additional charge of £15 will be incurred.

Privacy Policy: Please refer to the Privacy Policy for information on how we store your details.

Complaints: Please contact us directly if you have a complaint.

Your understanding of this policy is appreciated. Pure Sage Holidays.

Pure Sage Holidays Limited ~ Registered Office: 8-10 Queen Street, Seaton Devon EX12 2NY

Company Registration Number: 15729361 (Registered in England and Wales)

Contact: info@puresageholidays.co.uk // +44(0) 7355 233 988 // www.puresageholidays.co.uk

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This document and the information contained herein are subject to the terms and conditions specified within.