



Terms and Conditions for Laundry 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.

Cancellations: Should you need to cancel your laundry service, we kindly ask for a notice of at least 7 days prior to the scheduled service date. Cancellations within the 7-day period leading up to the service will incur a 50% charge, and cancellations within 7 days of the service date will result in the full payment being applied. You're understanding and cooperation in this matter are highly valued.

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.

Photography Permissions: To showcase the excellence of our laundry services, we occasionally capture images of our work. With your consent, these images may be used at our discretion on our website and social media platforms.

Key Arrangements: We request either the provision of a key safe number or, alternatively, a set of keys to be securely held by Pure Sage Holidays.

Storage Arrangements: Complimentary laundry bags will be provided by Pure Sage Holidays for your convenience. If a change in drop-off or collection times is necessary, we kindly request customers to provide a secure waterproof box for outside storage. This ensures the continued safety and protection of your items.

Turnaround Timings: Your laundry service will be completed with the utmost care and efficiency, typically being returned between the hours of 10 am and 4 pm. If you have specific timing preferences, please feel free to discuss and finalise those details in advance. While we strive for a minimum turnaround of 3 days, it's important to note that during busy peak seasons, the completion time may extend slightly up to 7 days. Rest assured, we are dedicated to maintaining the quality of our service, and we appreciate your understanding and patience during these peak periods. Any deviations from this schedule will be communicated to the customer in a timely manner.

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 / collections: Please note we are closed on Sundays.

Pets and Damages: In cases of excessive pet hair or noticeable mess/damage, an additional charge will be applied. Please note that no responsibility will be taken for damages, excessive marks on bedding, or towels.

Stain Removal: While all reasonable care is taken, we cannot guarantee that all stains on items being washed will be removed, or that an item will not shrink or remain colour fast. Stained items are cleaned at owners' risk.



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Laundry Detergents and Products: To ensure the best care for your laundry, we use standard laundry detergents and fabric softeners. (Fairy non-biological washing powder and Comfort Softener.) kindly inform us before the initial collection of your laundry if you would like to provide your own products. We value your choices and aim to provide a personalised experience.

Accepted Items: We gladly accept standard laundry items including bedding, towels, and tea towels. For specialty items such as throws, blankets, cushion covers, and rugs, we kindly request a discussion to ensure a tailored approach for your laundry needs.

Suitability: By using our service, you agree that your items are suitable to be washed in water, on a normal cycle, and dried using heat in a tumble dryer. We cannot be held responsible for any damage to items that are not suitable for this standard laundering purpose.

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

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

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

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