

## FAQs | OFFICE CLEANING SERVICES

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#### 1. What areas do you cover?

Our office cleaning service is available for customers within the M25 area.

#### 2. Who provides the cleaning materials and equipment?

If you prefer our team to use your cleaning materials and equipment, we will make the necessary adjustments to our quote.

However, if you prefer us to provide the materials and equipment needed, we will include this service in the quote we give you.

#### 3. What time is the office cleaning service performed at?

Our office cleaning service is available to you at a convenient for you time, either before or after office working hours. So, we will ask you for your specifications with regard to the time the service is supposed to be performed.

However, the only thing we will ask you to do is to arrange access for our office cleaning team to your premises.

#### 4. What are the methods of payment?

What we will do is to send you an invoice which can be paid by cash, credit/ debit card, company cheque or electronic payment. We may require a small deposit to be paid before we commence providing the service to you for the first time. The amount of the required deposit will be deducted of your final invoice.

#### 5. What are your office working hours?

Our office is open Monday-Friday 9.00am-18.00pm and Saturdays 10.00am-16.00pm.

We will be happy to serve you during our office working hours. Alternatively, you can leave a voice mail message on our office telephone number,

send fax or e-mail.

Tel.: 0800 043 11 43

Fax: 020 7476 2285

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