



## **Frequently Asked Questions/ Terms & Conditions**

### **Welcome to Washaways!**

Thank you so much for choosing us to fulfil your exterior cleaning needs. Please feel free to read through our FAQs so you know exactly how to get the best service possible from us.

### **What services do you offer?**

We provide Window Cleaning, Gutter Clearing, Conservatory Roof Cleaning and Fascia Cleaning services.

### **Do I need to be home during the clean?**

No, we bring all the equipment we need to complete any of our services independently so you can go enjoy the day. Just make sure any access around the property is made available and leave the hard work to us.

### **How do you clean my windows?**

We use water-fed poles to clean your windows. Put simply, these are extendable brushes that squirt out filtered water, which we use to scrub and rinse dirt off your windows. The poles allow us to clean hard-to-reach windows, such as third storey windows or windows above conservatories, which would not be safe to clean using traditional window-cleaning tools and ladders.

### **Why are my windows still wet after a clean?**

We use filtered water to clean windows because it doesn't leave water marks when it dries. Once we've scrubbed and rinsed off any dirt, the filtered water left on the glass will naturally evaporate and dry clear, reducing streaks and smear marks that can be left behind by traditional squeegees and equipment. It also helps us clean more efficiently, which keeps costs down for you.

### **What can I expect from a clean?**

We use the water fed pole window cleaning method as it's the most effective way to clean general dirt/dust build up on windows and guttering. Harder substances like plaster, render, paint, silicone, mineral deposits and other various building materials will not be removed via the water fed pole method and as such, it's important you let us know if you require the removal of these substances prior to your clean.

## **Can you clean windows in the rain?**

Yes, we can! Rainwater will not usually make your windows dirty because it is naturally filtered through evaporation. In fact, typical UK rainwater has a TDS (Total Dissolved Solids) rating of 10–20, which is similar to the purity of the water we use. Water marks caused by rain occur when rainwater mixes with existing dust on the glass. Once we've removed the dirt, any rain that falls that day will dry clear, just like our filtered water.

## **Do you clean in bad weather conditions?**

We will still clean your windows in light to moderate rain. However, heavy rain, strong winds or icy paths can pose safety risks—especially if ladders are required. If conditions are unsafe, we may need to reschedule your clean to the next working day. You will always be notified if this happens.

## **How often will you come to clean my windows?**

We offer 6-weekly or 12-weekly window cleaning schedules, and you can change your frequency at any time. You will always receive a text notification the day before your clean is due.

We ask for flexibility of up to one week either side of your scheduled date, as weather conditions, staff illness or holidays may occasionally affect our work.

## **How can I pay?**

You'll be sent a payment invitation link when you sign up. This will take you to a secure form where you can choose to pay via Direct Debit or Credit/Debit Card.

Payments are only processed after your clean is completed.

**We do not accept cash payments**, so please ensure one of the provided payment methods is set up before your first clean.

## **What if I'm not happy with my clean?**

We want you to be 100% satisfied with every clean. If for any reason you are not happy with our work, please contact us within 24 hours of your clean—this usually allows us to revisit the same or next day to put things right.

## **What if my gate is locked when you come?**

We understand that busy mornings can mean the gate is accidentally left locked. If we can't access the back of your property, we will clean what we can and charge 50% of your full clean price (minimum £15).

If you have booked a Front-Only clean, different pricing may apply.

## **What if I'm on holiday when you come?**

You'll always receive a text the day before we arrive.

If you're away and we can't access all areas, we can carry out a Front-Only clean and charge accordingly.

If you are on a 6-weekly cycle and prefer to skip the clean, your next visit will become a 12-weekly clean and will be charged at the 12-weekly price.

## **What if I need to cancel my clean?**

If you wish to just cancel a specific clean and need to reschedule then please let us know ASAP and we'll make the arrangements. It is too late to cancel on the day of your clean, we make time in our staff's schedule to complete your clean so a charge of 50% of your clean price or a minimum of £15 will be payable to cover staff costs (we will still complete a front only clean if it is accessible included in this cost). To completely cancel your ongoing services, you can do so by telephoning or texting us on 07460293227.

## **Are you okay with pets?**

We politely ask customers to keep pets safely indoors while we carry out your clean, for the safety of both pets and staff.

We also ask that any pet waste is cleared from access areas, as our staff and equipment should not come into contact with it.

We may decline part of the clean if areas are inaccessible due to this reason.