Clear terms. Friendly service.

For regular window cleaning and one-off exterior cleaning services. Please read these terms alongside your confirmed quote.

1. About us

Stag Window Cleaning Services Ltd
18 Tennis Court Avenue, Paulton, Bristol, BS39 7NA
07535 128356 | info@stag-services.co.uk
www.stag-services.co.uk
Company No: 16307942 | VAT registration No: 530 5875 87

2. Your booking

These terms apply to residential and commercial bookings, alongside any specific arrangements we agree in writing. We confirm the service, scope and price before booking. Consumer cancellation and statutory rights apply to customers acting as consumers, rather than in the course of business.

3. Prices and VAT

Our minimum service charge is £18 including VAT. Domestic prices include VAT at the applicable rate. Business quotes clearly state whether VAT is included or added and show the total payable. Prices depend on property size, condition, access and service frequency. Any extra work or additional charge will be agreed before it is carried out.

4. Changes to prices or terms

We give reasonable advance notice of proposed changes affecting future visits, including price reviews following changes to your property, access or cleaning frequency. Changes do not retrospectively alter completed work or an agreed one-off booking. You may decline a proposed change and end future regular visits before it takes effect; any change requiring your agreement will be agreed with you.

Planning your visit

5. Regular and one-off services

Regular window cleaning operates around every eight weeks unless otherwise agreed. Gutter, fascia, soffit, conservatory roof and solar panel cleaning are booked as agreed. Dates may vary with weather, workload and staffing. We cannot guarantee an exact arrival time.

6. Reminders and access

We send a text or email reminder the day before your visit. Please provide clear, safe access, unlock gates, move obstacles and secure pets. Tell us about access difficulties before we attend. If rear access is unavailable, we may clean the front only at the full agreed price unless alternative arrangements have been agreed in advance.

7. Skipping or stopping regular visits

Please contact us before your visit if you need to make a change. Where you request a skipped clean, a £10 catch-up charge may apply at the next scheduled clean for additional dirt build-up. We will make any applicable catch-up charge clear beforehand. You may stop future regular visits by phone, text or email; please let us know before the next visit. Charges for a visit already booked are subject to section 8 and your cancellation rights.

8. Missed visits / no access

If we attend but cannot complete the work because access is unavailable, a reasonable missed-visit charge may apply. It will reflect our actual direct loss, allowing for costs saved and reasonable steps to reduce the loss, and will not exceed the agreed price of the booked clean. We will explain any charge and will not charge twice for the same loss. Statutory cancellation rights take priority.

Payments and care

9. Payments

Payment is due within seven days of the clean unless otherwise agreed. We send a completion notification and bank transfer details. We may request advance payment for one-off work if agreed before booking. For overdue payments, we may pause future services after notifying you. This does not remove your right to dispute an amount in good faith.

10. Weather and safety

We work in most weather conditions, including rain, when safe. We may postpone or stop work where conditions, unsafe access or aggressive animals make it unsafe. We will discuss rearranging affected work. We may end regular service for repeated access difficulties or skipped visits, giving reasonable notice, except where immediate action is needed for safety.

11. Quality and concerns

We carry out services with reasonable care and skill. Please tell us about concerns as soon as possible, preferably within 48 hours, so we can assess and put genuine problems right where appropriate. The 48-hour request does not limit your statutory rights or prevent a valid later complaint. Contact us using the details on page 1.

12. Purified water and existing defects

Our water-fed pole system uses purified water; windows are normally left wet to dry naturally. Run-off may highlight existing dirt, staining or oxidation on walls, patios or porous sills. Routine cleaning may not remove paint, limescale or permanent staining. Cleaning does not repair existing faults in glass, frames, seals, trims or other surfaces. We are not responsible for defects or marks caused solely by pre-existing conditions, including manufacturing defects in glass, but remain responsible where we fail to use reasonable care and skill.

13. Your legal rights

Nothing in these terms excludes or limits liability that cannot lawfully be excluded, including liability for death or personal injury caused by negligence, fraud, or your statutory consumer rights. The terms do not exclude responsibility for damage caused by our failure to use reasonable care and skill.

Your exterior cleaning

14. Gutter clearing

We remove leaves, moss, silt and debris from gutters and accessible downpipes. We cannot guarantee clearance of underground drains or inaccessible internal downpipe blockages. Removed debris is normally left neatly on site or placed in your garden waste bin where available. We do not remove gutter waste from the property. Clearing can reveal existing leaks, defective joints or deterioration previously hidden by debris. We are not responsible for faults caused solely by existing defects; section 13 still applies.

15. Gutter, fascia and soffit cleaning

This service cleans the agreed accessible external surfaces of gutters, fascias and soffits. It is separate from gutter clearing: removal of debris from inside gutters and downpipes is included only where both services are agreed in your quote. Cleaning aims to remove surface dirt and build-up; permanent staining, fading, oxidation or deterioration may remain. Repairs, repainting and replacement of defective parts are not included. We remain responsible for using reasonable care and skill, as set out in section 13.

16. Solar panel cleaning

Cleaning covers the accessible external surfaces of the panels included in your agreed quote. It does not include electrical testing, inspection of the installation, maintenance or repairs. We do not guarantee a particular increase in energy generation or efficiency. The result depends on the condition of the panels and the type of deposits present; permanent staining or deterioration may remain.

17. Conservatory windows and roofs

Conservatory window cleaning and conservatory roof cleaning are separate services. Your agreed quote confirms the surfaces included. Roof frames, decorative finials and other details are included only where specified in that quote. Cleaning covers agreed accessible external surfaces; internal cleaning, leak investigation and repairs are not included unless specifically agreed. Surface dirt can be removed, but permanent staining, discolouration or damaged materials may remain.

For these exterior cleaning services, we will assess safe access and the suitability of the surfaces before proceeding. We will discuss any areas we cannot safely clean or any change to the agreed scope before carrying out additional work. Your rights under section 13 continue to apply.

Your cancellation rights

18. Your consumer right to cancel

Where the Consumer Contracts Regulations apply to a distance booking (such as online or by phone) or an off-premises booking (such as at your home), you may cancel without giving a reason within 14 days after the day the contract is made. Some exemptions apply; for example, off-premises contracts with a total payable of £42 or less are generally outside these rules. The total contract value, rather than simply one regular visit, is relevant.

To cancel, tell us clearly by email, phone, text or post using the details on page 1. You may use the form on page 6, but do not have to. Send your cancellation before the period expires. Where a refund is due, we will refund it within 14 days of being informed, using the original payment method unless you agree otherwise, without a refund fee.

19. Agreeing an earlier start date

You can ask us to start within the 14-day cancellation period by agreeing a specific start date by text or email, after receiving the cancellation information. This records your express request to start sooner; no separate early-start form is needed. Receiving these terms or not replying does not count as a request.

If you cancel after work starts but before completion, you pay only a proportionate amount for work properly supplied up to cancellation, where the legal requirements have been met. For a one-off service, the cancellation right ends on full completion only if you requested the early start and acknowledged beforehand that full completion would end that right. This acknowledgement can be recorded in the same booking conversation. Completing the first visit does not automatically end the cancellation right for an ongoing regular service. The initial cooling-off period does not restart before each routine visit.

These rights are additional to your rights if a service is faulty or not supplied as agreed. We provide the relevant cancellation information and confirmation of the booking in a form you can keep, such as an email or PDF.

Optional cancellation form

Use this page only if you wish to cancel your contract. You can copy the wording into an email, or contact us in another clear way. This is not a booking or early-start form.

Model cancellation form

Complete and return this only if you wish to cancel the contract.

To: Stag Window Cleaning Services Ltd
18 Tennis Court Avenue, Paulton, Bristol, BS39 7NA
Email: info@stag-services.co.uk

I/We (*) hereby give notice that I/We (*) cancel my/our (*) contract for the supply of the following service:

Service: _____

Ordered on: _____

Name of consumer(s): _____

Address of consumer(s): _____

Signature of consumer(s) (only if sent on paper): _____

Date: _____

(*) Delete as appropriate.