CNP SERVICES

# Regular cleaning: notice & changes

Policy RC1 | 30 October 2026 | Please keep this with your quotation

## Rolling regular cleaning

Regular domestic cleaning is a rolling arrangement with no fixed minimum term, unless a different arrangement is expressly agreed before booking.

## Ending the service or reducing frequency

Please give at least 14 calendar days' written notice if you want to end regular domestic cleaning or reduce its frequency, for example from weekly to fortnightly. Email hello@cnpservices.co.uk, message our agreed WhatsApp contact, or send a request through your Customer Hub. The notice period starts when your message reaches us. We will confirm receipt and the effective date in writing. CNP will also normally give you at least 14 days' written notice if we end regular cleaning.

## During the notice period

The existing pattern normally continues during notice unless we agree an earlier change. You pay for services carried out. Giving notice does not automatically create a charge for 14 days of cleaning or for every future visit. If you cancel an individual appointment during notice, the separate individual-booking cancellation policy applies: normally at least 24 hours' notice. Any charge must be fair and proportionate, taking account of the circumstances, costs saved and whether we refill the slot. There is no separate termination fee.

## Changes and reasonable exceptions

We can agree an earlier end or frequency change, including where illness, bereavement or other exceptional circumstances make this appropriate. Please contact us to discuss it. A change in frequency may affect the time needed at each visit; any revised duration, price or scope must be agreed with you before it applies. Your regular slot is subject to the confirmed arrangement and availability.

## Initial deep cleans and consumer rights

A separately priced initial deep clean is a one-off service. It does not by itself commit you to regular visits, and ending or reducing regular cleaning does not create an extra deep-clean charge. Any different discount arrangement must be expressly agreed in advance and comply with consumer law. Nothing here limits statutory cancellation or cooling-off rights, rights relating to unsatisfactory service, or a right to end an agreement for serious breach. No notice penalty applies for exercising those statutory rights.

## When this policy applies

Policy RC1, dated 30 October 2026, is supplied with new regular-domestic-cleaning quotations prepared from its introduction. It supplements the CNP Services general Terms & Conditions (13 October 2026, v2), replacing their regular-domestic-cleaning notice provisions for those new agreements only. It does not automatically change existing accepted quotations or signed agreements. Any change to an existing agreement requires express agreement. Individual visit cancellations remain a separate policy.

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