



HG-POL-002 - Client Booking, Deposit, Cancellation and Payment Policy

This policy explains how HomeGlow reviews enquiries, confirms bookings, takes deposits, handles cancellations or changes, and collects final balances.

Purpose

Core Rule

Submitting an enquiry does not confirm a booking. A booking is only confirmed once HomeGlow has reviewed the enquiry, accepted the job, issued a quote, agreed the service date or arrival window, and confirmed any payment requirements.

This protects both the client and HomeGlow by making sure the service, time needed, access, risks, photos, priorities, and payment terms are understood before work is accepted.

Deposit Rules

- HomeGlow may request a deposit to secure one-off cleans, deep cleans, end of tenancy cleans, declutter and clean jobs, larger jobs, urgent bookings, or bookings where time has been specifically reserved.
- The usual deposit guide is 25% of the quoted job value or £50 minimum, whichever is higher, unless HomeGlow confirms a different amount.
- The deposit amount will be confirmed with the quote or booking confirmation before payment is requested.
- Where a deposit is required, the booking is not secured until the deposit has been received unless HomeGlow confirms an exception in writing.
- Deposits are normally deducted from the final balance unless HomeGlow states otherwise.

Cancellation and Rescheduling

- Clients should give at least 48 hours' notice if they need to cancel or rearrange an appointment.
- If less than 24 hours' notice is given, or the client is unavailable when HomeGlow attends at the agreed time, HomeGlow may retain the deposit at its discretion.
- If access is not available, parking/access instructions are materially incorrect, or the property is not suitable or safe to clean, HomeGlow may pause, rearrange, or cancel the visit.
- HomeGlow may also rearrange a booking where there is illness, safety risk, emergency, severe travel disruption, or another reasonable business need.
- Any decision to waive, transfer, or retain a deposit will be considered fairly and confirmed by HomeGlow.

Final Balance

- For one-off, deep, end of tenancy, after builders, and declutter and clean bookings, the final balance is normally due no later than 24 hours before the service date unless HomeGlow agrees otherwise in writing.
- For regular clients, HomeGlow may approve payment on the day of service or by agreed invoice terms where payment history is reliable.
- If final payment is not received on time, HomeGlow may pause, cancel, or rearrange the booking.
- Future bookings may be paused where payment is overdue.

Payment Links And Invoices

HomeGlow may send payment links, invoices, or bank payment details. Clients should use the payment method provided in the quote, invoice, or booking confirmation.

If a client believes payment has already been made, they should contact HomeGlow with the payment date, amount, and reference.

Changes To Scope

If the property condition, requested tasks, access arrangements, or priorities are materially different from the enquiry or quote, HomeGlow may need to revise the price, adjust the scope, request additional time, or rearrange the work.

Concerns Or Disputes

If a client has a concern about payment, deposit retention, cancellation, service scope, or booking arrangements, they should contact HomeGlow promptly. HomeGlow will review the booking record, communication, payment status, and any relevant evidence before confirming the next step.