

Health & Safety Terms & Conditions

1. Commitment to Health & Safety

We are committed to maintaining the highest standards of health and safety for our employees, clients, and members of the public. All work is carried out in accordance with relevant UK health and safety legislation and industry best practices.

2. Risk Assessments & Safe Working

Before commencing any work, we assess potential risks and take appropriate steps to ensure the work can be carried out safely. This includes the use of suitable equipment, safe access methods, and, where required, working at height controls.

3. Equipment & Methods

We use professional window cleaning equipment, including (where appropriate) water-fed pole systems, ladders, or access equipment. All equipment is maintained in good working condition and used only by trained personnel.

4. Access to Property

Customers are responsible for providing safe and reasonable access to the property, including:

- Clear access to windows and work areas
- Secure ground conditions
- Notification of any hazards (e.g. fragile surfaces, uneven ground, overhead cables, pets)

We reserve the right to refuse or stop work if access is unsafe.

5. Weather Conditions

For safety reasons, work may be postponed or cancelled in adverse weather conditions, including high winds, heavy rain, ice, or storms. Safety decisions made on the day are final.

6. Customer Responsibilities

Customers must inform us in advance of:

- Any known structural defects or fragile surfaces
- Restricted access areas
- Alarm systems, automatic window openers, or sensitive fixtures

We are not responsible for damage caused by pre-existing defects or conditions beyond our control.

7. Children, Pets & Public Safety

Customers must ensure that children and pets are kept away from work areas during cleaning. We will take reasonable precautions to protect the public, but cooperation is required to maintain a safe environment.

8. Right to Refuse Work

We reserve the right to refuse or discontinue work if:

Sparkling Window Cleaning

- Conditions are deemed unsafe
- Access is restricted or hazardous
- Health and safety requirements cannot be met

No liability will be accepted in such circumstances.

9. Insurance

We carry appropriate public liability insurance for our services. Proof of insurance can be provided upon request.

10. Compliance

By booking our services, customers agree to comply with these health and safety terms and acknowledge their shared responsibility in maintaining a safe working environment.