



Frequently Asked Questions

General

How does it work?

We are a professional cleaning agency for commercial offices and premises in London. We arrange professional cleaning by our Di Shiners over the phone, by email or form submission through our website.

What about Safety?

Safety is of paramount importance.

What about the insurance and the guarantee?

PLEASE BE ADVISED THAT OUR LIABILITY IS LIMITED FOR DAMAGE BY THE COST OF YOUR CLEANING AND WE ASSUME NO LIABILITY FOR DAMAGE OR LOSS OF ITEMS THAT ARE NOT SECURED PROPERLY OR THAT WERE DAMAGED PRIOR TO OUR CLEANING. (Example: heavy pictures hanging from thumbtacks, any type of floating shelves, etc.) Items of value, (monetary or sentimental) should be stored away and dusted & cleaned by the owner. In the unlikely event that something is damaged you will be required to contact our support team immediately in order to submit a formal claim request through our insurers. Our insurance covers any damage or missed items with the cost over £250. Anything below this price will be covered from the cleaner's payment.

Who are the cleaners?

Our team of Di Shiners are all hard working, trustworthy people that we have worked with for a very long time or have been prequalified with thorough reference checks. Being a cleaning agency, we only hire individuals with no prior criminal records. Cleaners are also trained to follow Di Shine's cleaning standards and general rules.

Working hours

We operate to provide the most convenient cleaning service for you. We are available from 9am to 6 pm via the email, WhatsApp chat and phone on the website.

Do I need to be at the property during the cleaning?

When you make a booking, let us know if you are not going to be at the property. However, someone should give the Di Shiner access prior to the cleaning. Also, be aware that if you are not at the place, it might be difficult to prove that the cleaning didn't meet your expectations because you had no chance to check the job at the place before the cleaner left.

Please bear in mind that if the cleaner is not able to get inside the property, you may be charged according to our Terms & Conditions.

Can a cleaner pick up the keys?

If you need a cleaner to pick up a key for your property somewhere, please let us know in your booking and leave detailed guidelines how to access them. We ask you to be accessible by phone before the cleaning in the case of a cleaner having issues getting into your property. Please be advised that if the cleaner needs to pick the keys, the timing of your cleaning service will be extended for the time required to pick up the keys if they are not stored in the same building.

How can I rate a cleaner? Where can I provide feedback?

If you would like to give us feedback please email dishinecleaning@gmail.com or alternatively use our Facebook page.

What is the Cancellation Policy?

We believe that time is valuable for everyone, therefore our [Cancellation Policy](#) applies to both our clients and Di Shiners. When you cancel a job a few hours before the start time or at the last minute, cleaners lose their income and it disrupts their schedule. Your cancellation fees provide compensation to the cleaners. Please read our [Cancellation Policy](#) before cancelling a booking.

How can I contact Di Shine?

We communicate with clients by email, WhatsApp Chat or phone to handle majority of cases. Please provide us with as many details as possible to get a quick response. We normally answer within 6 hours of the request. We don't have a specialized call centre, but if the enquiry is urgent, you will be contacted as soon as possible or you can contact us by the provided phone number on our web site. If you wish to talk by to us by phone, write us by email and we will contact you between 9 am and 6 pm. Will be happy to help you as soon as we receive your request.

Bookings

How do I make a booking?

Bookings can be completed via our website www.dishinecleaning.com, email dishinecleaning@gmail.com, Phone +44 7596595717 and WhatsApp Chat. The booking process is very simple and only takes a few minutes to complete. To make a booking, we ask for some personal details (your name, phone number, your address) and your payment information (we accept payment by credit, debit card, bank transfer or cash). Please be we require a non refundable engagement fee of 25% at the time of booking, which will be deducted from the final cost of the clean. Should there be a cancellation charge, the engagement fee will be deducted from that instead. Please see our [Cancellation Policy](#). When you make a booking, we will block out the estimated amount on your card to be sure your payment will be processed. The blocked estimated amount on your card minus any charges will be released straight away if the booking is cancelled.

How can I reschedule a booking?

If you need to reschedule your booking for whatever reason, you can do it by email or on our website. Please be aware that you may be required to pay a fee for late rescheduling. Please see our [Cancellation Policy](#).

I need to cancel a booking

If you need to cancel your booking for whatever reason, you can do it by emailing us or on our website. Please be aware that you may be required to pay a fee for late cancellation. Please see our [Cancellation Policy](#). When you cancel a job a few hours before the start time or at the last minute, our Di Shiners lose their income and it disrupts their schedule. Your cancellation fees cover the cleaners' compensation.

What is the minimum duration of the cleaning?

The minimum duration of the cleaning is 2 hours. Over 2 hours is charged by the half hour.

Why was my booking cancelled?

On very rare occasions, unforeseen circumstances can lead to a cancellation. We will do our best to remedy the situation as soon as possible or alternatively, refund any charges should you wish to make other arrangements.

Can I Book via phone?

We don't have a specialized call centre so our preference is to use phone calls mainly for urgent enquiries. Yes. We can except booking by the phone. The procedure will be the same as filling up the form on our website.

I need a cleaner urgently for today

You can book a same day service, but we can't guarantee availability. Ideally it is advisable for the booking to be done 48 yours in advance. If you need a cleaner to arrive sooner, just indicate that when making your booking.

Can I book the same cleaner again?

If you prefer to book a previous cleaner please leave a comment as you book. If you wish to have regular bookings with a preferred cleaner, please refer to the booking form. In case the cleaner is sick or on holiday, we guarantee a replacement.

The job I booked has not been completed

When you book the service, there are time estimates for the duration of the cleaning. However, each property is different. That is why cleaners are asked to work within the estimated time plus one hour. If the cleaner requires more time for the cleaning than the system has estimated plus the one hour, she/he will inform us and you about this. If you do not want to go ahead with the extra time that the cleaner needs, then you can choose to ask the cleaner to stop, when the estimated time plus one hour ends. In this case, she/he may not be able to complete the cleaning of all of the rooms that you originally booked, which will explain the incomplete service.

Can I change something in the booking?

You can make changes by email and write everything you require: please add info about extra rooms or instructions about how to get to your property. Please be aware of last minute changes which

increase the duration of the cleaning because sometimes the Di Shiners may have bookings directly after yours, and therefore may not be able to give you any additional time.

Cleaning Service

Do cleaners bring their own cleaning products?

Only if requested. This will be charged at extra cost. Please specify if there are any particular products you do or do not want used.

Can you clean the ceiling, blinds and other things with restricted access?

We do provide extra services by our trusted sub-contractor agencies and we can organise special service for you.

Do you clean outside of the house (front yard/garden)?

The cleaning service is specifically limited to indoor cleaning tasks and does not extend to plant care or outdoor gardening responsibilities. Di Shine Cleaning shall not be held responsible for the maintenance, watering, or care of any plants, gardens, or outdoor vegetation within the premises. We do provide extra services by our trusted sub-contractor agencies and we can organise special service for you.

Can you rearrange items?

Yes, we can. Our standard cleaning includes rearranging items by room and putting them back to the correct place. If you need the cleaner to rearrange your things differently, please give them specific instructions upon their arrival. Leave a comment when booking if you need a specific rearranging of items.

Can you clean kitchen cabinets and microwave?

Yes, we can. When making your booking, just add these options to your request. Please note that the cleaner will need more time to complete additional tasks if they are not included in the initial request.

Can you move furniture, clean there and put the furniture back?

Please keep in mind that moving heavy interior objects and cleaning in places with restricted access are not included in our service. If your furniture is not particularly heavy and one person can easily move it, we can make that happen for you. Leave a specific comment about this need while making a booking.

Do you do professional cleaning of carpets, sofas and chairs?

We do provide extra services by our trusted sub-contractor agencies and we can organise special service for you.

Do you provide equipment?

Most cleaners travel by public transport and cannot carry the equipment with them. If the cleaning is professional by our sub-contractors they will come fully equipped. If you require regular cleaning we can provide cleaning equipment during the period we serve you. We request clients to provide a Hoover, mop and bucket.

Can you clean the balcony?

When making your booking, just leave this request in comments if you need to clean a balcony. Be aware it will take additional time on top of your estimated booking time.

I would like a receipt

Upon request your receipt will be provided by email as soon as the job is complete. For regular cleanings receipt will be sent on the 1st until the 5th each month.

Solving issues

My cleaner never arrived

There are very rare occasions where unforeseen circumstances can lead to this scenario. Health, transport or even phone issues, we've heard it all before but sometimes life just finds a way to mess

up best laid plans. In these situations, we will apologise and try to reschedule or find a replacement as quickly as possible at your convenience. Alternatively, we can refund any charges should you wish to make other arrangements. In addition, a compensation will be automatically added to your next booking for the inconvenience.

I am not satisfied with the cleaning service

We do our best to make our clients happy and keep working on improving the quality of our service. However, if you are not satisfied with how your property was cleaned, please, let us know as soon as possible and tell us what exactly went wrong. Please write email, and attach photos to show us exactly what was wrong. Be advised that we cannot accept complaints later than 48 hours after the cleaning took place. After the investigation of the case, we may send one of our cleaner to re-clean the missed areas.

The cleaner acted unprofessionally

Cleaners are required to maintain a high level of professionalism at all times. If the cleaner acted unprofessionally, that can have a negative effect on our clients' trust. We apologize for this and encourage you to contact us ASAP by email and include a detailed description of what went wrong together with pictures or supporting evidence etc.

The cleaner was late

We understand that your time is valuable. If the cleaner is going to be late, they are requested to inform the customer as soon as possible.

When the cleaner delays the start time of the cleaning appointment by more than 30 minutes (but no more than 1 hour), a customer can request a discount.

If the cleaner is more than 1 hour late, we can cancel your booking and offer another time slot or try to find an alternative Di Shiner if the matter is urgent. In addition, a compensation will be automatically added to your next booking for the inconvenience.

Something was damaged or went missing

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Complaint procedures

Our response time is 24 hours. Resolution time 2-5 days.

Our all Di Shiners are experienced cleaners, if for some reason the cleaning quality is not up to standard then please follow our complaints process, and we will aim to resolve your issue asap. Send us an email within 48 hours to dishinecleaning@gmail.com with a detailed description of the poor cleaning supported by picture evidence. Once we receive your email, we will investigate with the cleaner and get the cleaners feedback. When we receive this feedback, we will then look at all evidence and offer a proposed solution to the situation.