

CUSTOMER OPERATIONS

Glow Home Refresh MK

Customer Policy Pack

CUSTOMER POLICY PACK v1.0

Effective 25 August 2026. Keep this document with your accepted quotation. The dated, versioned copy supplied with the quotation records the terms offered for that booking.

Document control	
Owner / trader	Katarzyna Slawinska trading as Glow Home Refresh MK
Customer contact	glowhomerefreshmk@outlook.com 07724 798766 WhatsApp Business
Version	Customer Policy Pack v1.0
Effective date	25 August 2026
Business address	44 Mayer Gardens, Milton Keynes, MK5 7EN

Periodic detailed home refreshes for the deeper cleaning jobs that get missed, postponed or sit outside routine upkeep.

What this pack contains

- Part 1 - Customer Booking and Service Terms
- Part 2 - Statutory Cancellation Notice and Early-Start Request
- Part 3 - Customer Privacy Notice
- Part 4 - Optional Before-and-After Photography Consent
- Part 5 - Complaints and Re-performance Policy
- Part 6 - Booking Acceptance Record

Part 1 - Customer Booking and Service Terms

Version v1.0 | Effective 25 August 2026

Your agreement

The accepted quotation, this dated policy pack and any separately accepted form together make the customer agreement. Keep the supplied PDF with your quotation.

1. Who supplies the service

Katarzyna Slawinska, trading as Glow Home Refresh MK (GHR), supplies the service as a sole trader. Customer contact: glowhomerefreshmk@outlook.com, 07724 798766 and WhatsApp Business. Business address: 44 Mayer Gardens, Milton Keynes, MK5 7EN.

GHR currently holds public and products liability insurance for its declared cleaning activities. Insurance is liability-based and is not an automatic guarantee that every complaint, mark or breakage will be paid as a claim.

2. How the agreement is made

- GHR assesses the enquiry using information supplied by the customer, which may include photographs, video, messages or a consultation.
- GHR sends a written fixed quotation describing the agreed scope, price, proposed appointment, 25% deposit, known surcharges and preparation requirements.
- A proposed date is held provisionally. The contract and booking are confirmed only when GHR confirms receipt of the customer's written acceptance and the required deposit.
- Every quotation is supplied with a dated, versioned PDF of this policy pack in a form the customer can save. A website link may also be provided for convenience, but the attached PDF records the terms supplied for that booking. A paper route is available for customers who cannot use digital channels.
- Any change to scope, price or date must be agreed in writing. A written summary will follow any telephone agreement.

3. Quotation, price and promotions

The accepted quotation controls the customer price and exact scope. GHR does not sell unlimited work or an open-ended hourly service. Planning time bands are estimates; the fixed price applies to the agreed work and disclosed condition.

- The current minimum booking is three estimated working hours or £96, unless GHR deliberately agrees another arrangement in writing.
- No automatic friends-and-family, referral, repeat-customer or cash discount applies. A promotion must be separately designed, costed, time-limited, shown on the quotation and tracked.
- If the condition, access or requested work is materially different from the information supplied, GHR will pause and agree revised priorities, scope or price before continuing.

- No additional charge will be added without the customer's agreement.

4. Deposit and payment

- The standard deposit is 25% of the accepted quotation and is credited against the final balance.
- The remaining balance is due on completion unless the quotation states another authorised arrangement.
- Bank transfer is preferred. Cash is accepted, recorded in the same way as every business payment, and supported by a receipt or paid invoice.
- The quotation will give the payment reference and payment instructions. GHR does not offer a discount for cash.

5. Service model

GHR provides periodic detailed home refreshes, one-off deep cleans and focused cleaning jobs. The service is for deeper work that is missed, postponed or sits outside routine upkeep. Customers do not need to employ a regular cleaner.

Weekly or fortnightly maintenance cleaning is not a standard advertised service. GHR may accept suitable regular work during the business-building stage by separate quotation, without changing the lead offer.

6. Included service categories

- Any agreed room refresh, with the exact room, priorities and condition stated in the quotation.
- Kitchen cupboard refresh: external-only or internal-and-external as quoted. Cupboards must normally be emptied for internal work.
- Interior window refresh: internal glass plus safely accessible frames, sills and tracks as quoted.
- High and low detail dusting: safely accessible light-fitting exteriors, coving, wall decorations, skirting boards and radiator exteriors.
- Detailed hard-floor refresh: detailed vacuuming of edges and corners plus surface-appropriate agitation and cleaning.
- Doors and frames: agreed panels, edges, frames and handles.
- Individually quoted appliance refreshes: dishwasher, washing machine, dryer, microwave, fridge and limited domestic oven refresh.

7. Service boundaries and exclusions

- No external window cleaning.
- No carpet or upholstery extraction.
- No specialist floor restoration, sanding, sealing, machine polishing or stain guarantee.
- No mould remediation, biohazard, sterilising, house-clearance or extreme-hoarding work.
- No moving heavy furniture or heavy, plumbed or fixed appliances.
- No dismantling or repair of appliances or light fittings.

- No unsafe-height access, standing on customer furniture or work above the limits accepted by GHR and its insurer.
- No guaranteed removal of permanent paint, cement, glue, staining, corrosion, wear or existing damage.

A domestic oven refresh uses suitable ordinary domestic products and is not specialist professional oven cleaning. Heavily carbonised ovens may be declined or referred to a specialist. Steam may be used as an internal method where safe but is not a separately promised service or marketing claim.

8. End-of-tenancy detailed cleaning

End-of-tenancy work is accepted selectively and quoted individually after photographs, video or assessment. The written checklist identifies every included room, appliance and focused job.

- The customer removes belongings, food and rubbish unless separately agreed.
- Working water, electricity and safe access must be available.
- External windows, extraction cleaning, professional oven cleaning, mould remediation and heavy appliance movement remain excluded unless GHR changes the written scope through an authorised specialist route.
- GHR does not guarantee a tenancy deposit, inventory result, landlord approval or agent sign-off.

9. Products, equipment and fragrance

- GHR brings its standard products, colour-coded materials, vacuum cleaner, mop, bucket and ordinary cleaning equipment.
- Standard products and ordinary consumables are included in the quotation. An unusual or specialist product must be agreed and quoted separately.
- A customer-requested product will be used only if it is labelled, surface-appropriate and agreed in advance. GHR may decline unsafe or incompatible products.
- Products are selected and used under GHR's chemical and cross-contamination controls. Chemicals are not mixed and unlabelled products are not used.
- Room fragrance is customer opt-in only because of allergies, sensitivities, children and pets.

10. Customer responsibilities

- Give accurate information about the property, condition, rooms, priorities, access, parking and time restrictions.
- Provide working electricity, hot and cold water, safe access and any agreed parking arrangements.
- Disclose pets, product restrictions, fragrance preferences, delicate or specialist surfaces, loose fittings, hazards and existing damage before the quotation is accepted.
- Do not send medical diagnoses. Tell GHR the practical product or access requirement, such as 'fragrance-free' or 'do not use this product'.
- Secure cash, jewellery, documents, medicines and valuable or irreplaceable items. GHR may decline to handle valuable ornaments or personal papers.
- Empty cupboards and fridges before an internal clean. If GHR agrees to handle contents, the additional work must be priced and fragile, valuable or perishable contents may be declined.
- Make the agreed access available at the appointment time. Failed access is handled as a late cancellation.

11. Access, keys and unattended properties

Keys, alarm details, lockbox information and access codes are accepted only by exception while GHR is owner-operated, and only when the arrangements are recorded in writing for the specific booking.

- Keys will not be labelled with the customer's full address. Access codes are kept only as long as operationally needed and are deleted when no longer required.
- For an unattended property, the customer must state in writing who may enter during the appointment and how the property must be secured on departure.
- GHR will not admit unknown visitors, contractors or delivery personnel without the customer's prior written instruction.
- Any lost key, compromised code or failure to secure the property will be reported promptly and handled under GHR's incident and insurance process.
- Children and pets must remain safely away from products, equipment, wet floors and the active work area. GHR may pause work if safe separation is not maintained.

12. Service area, travel and additional attendance

The normal advertised service area is MK1-MK19, MK43 and MK46. Other nearby areas, including suitable work around Dunstable/LU5, may be accepted when the job value and an agreed surcharge justify it.

- Travel of up to about 30 minutes from GHR's operating base is normally included when the booking is commercially worthwhile.
- Travel of 30-45 minutes is accepted and priced at GHR's discretion.
- Travel over 45 minutes requires an individually agreed surcharge justified by journey time and job value.

- If the customer asks to split one quoted job across additional days, each additional attendance is £32 plus any applicable out-of-area charge.

13. Working times

Normal public hours are Monday-Saturday, 08:00-18:00, by appointment. Saturdays are standard price when chosen as a normal workday. Evening and Sunday work is exceptional and normally carries a 25% premium, shown before booking.

14. Ordinary cancellation and rescheduling

- At least 48 hours before the appointment: the customer may choose a deposit refund or one free transfer of the deposit to a replacement appointment.
- Less than 48 hours before the appointment, or where agreed access is unavailable on arrival: GHR may retain only the part of the deposit needed to cover genuine, direct and unrecovered loss.
- GHR will take reasonable steps to reduce its loss, including attempting to refill the appointment. Avoided or recovered loss will not be charged.
- The deposit is not automatically non-refundable and statutory cancellation rights always take priority.
- If GHR cancels, the customer may choose a full refund for undelivered work or transfer the payment to another appointment.

15. Quality, results and changing condition

GHR will perform the agreed service with reasonable care and skill. Results depend on the material, age, condition, previous treatment, permanent staining and damage. GHR does not promise restoration to an as-new condition or results outside the accepted quotation.

If a surface, appliance or situation appears unsafe or unsuitable, GHR may stop work in the affected area, explain the reason and agree a safe alternative. The price effect, if any, will be discussed fairly in light of work actually supplied.

16. Property, damage and incidents

GHR will take reasonable care of customer property. GHR is not responsible for pre-existing damage, inherent defects, ordinary wear or hidden fragility unless GHR failed to use reasonable care and skill.

If GHR identifies an incident, work in the affected area will stop where appropriate. GHR will document the facts, notify the customer and contact its insurer when necessary. The customer should preserve relevant photographs, items and information and, except for urgent safety measures, allow a reasonable inspection before arranging permanent repairs.

Nothing in these terms excludes or restricts liability where doing so would be unlawful, including liability for death or personal injury caused by negligence, fraud or the customer's statutory rights.

17. Complaints and re-performance

Please report a concern promptly, ideally within 24 hours where practicable, with photographs or a clear description. This helps GHR investigate but does not remove or shorten statutory rights.

Where the agreed service was not provided with reasonable care and skill, GHR will have a reasonable opportunity to inspect and provide repeat performance where possible. If repeat performance is impossible, cannot be completed within a reasonable time or would cause significant inconvenience, an appropriate price reduction or other legal remedy may apply.

Complaints may be sent to glowhomerefreshmk@outlook.com or 44 Mayer Gardens, Milton Keynes, MK5 7EN. Part 5 explains the process.

18. Photographs and personal information

GHR may request or take limited photographs reasonably needed for a quotation, condition record, safety, quality, complaint or insurance matter. Personal information will be minimised and handled under Part 3. Marketing before-and-after use requires separate, voluntary, recorded consent under Part 4. Refusing marketing consent does not affect price, booking or service.

19. Legal rights and law

Nothing in these terms restricts rights under the Consumer Rights Act 2015, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 or other applicable consumer law. The agreement is governed by the law of England and Wales. A customer living elsewhere in the UK retains any mandatory protections and court rights that apply.

Part 2 - Statutory Cancellation Notice

For distance and off-premises service bookings | Version v1.0 | Effective 25 August 2026

Your 14-day right

Where the agreement is made at a distance - for example by telephone, email, WhatsApp, social media or Messenger - or away from GHR's business premises, you will normally have 14 days from the date the contract is concluded to cancel without giving a reason.

For GHR, the contract is concluded when GHR confirms receipt of your written acceptance and the required deposit. You do not have to wait 14 days for the cleaning. If you want work to start during that period, complete the early-start request below or send the same clear confirmation electronically.

If work starts early

- If you cancel after work has begun, you may have to pay a proportionate amount for the service supplied up to cancellation.
- If the agreed service is completed in full after your express request and acknowledgement, your statutory cancellation right ends when full performance is completed.
- If no valid early-start request is recorded, GHR will not begin the service during the 14-day period.

How to cancel

Send a clear email, WhatsApp message, text, Messenger message, letter or the model form below. State your name and enough booking information to identify the agreement. The cancellation is effective when sent within the period. Any statutory refund due will be made within 14 days using the original payment method unless another method is expressly agreed.

Model cancellation form

Use this form only if you wish. Any other clear cancellation statement is acceptable.

**To: Glow Home Refresh MK, 44 Mayer Gardens, Milton Keynes, MK5 7EN,
glowhomerefreshmk@outlook.com**

I give notice that I cancel my contract for the following service:

Customer name:

Customer address:

Quotation / booking reference:

Date contract was agreed:

Appointment date:

Signature (only if sent on paper):

Date:

Express request to start within 14 days

Digital confirmation is sufficient

A physical signature is not required. The customer may tick the boxes and sign, or reply 'I agree' by email, WhatsApp, text or Messenger after receiving this wording in a form they can save.

☐ I expressly request Glow Home Refresh MK to begin the agreed service before the end of my 14-day cancellation period.

☐ I understand that if I cancel after the service has begun, I must pay a proportionate amount for work supplied up to cancellation.

☐ I understand that once the agreed service has been completed in full following my request, I lose my statutory right to cancel.

Customer name:

Quotation / booking reference:

Signature or written-message confirmation:

Date and time:

Part 3 - Customer Privacy Notice

How GHR collects, uses, keeps and protects customer information | Version v1.0 | Effective 25 August 2026

Who is responsible

The data controller is Katarzyna Slawinska, trading as Glow Home Refresh MK. Contact: glowhomerefreshmk@outlook.com, 07724 798766 or 44 Mayer Gardens, Milton Keynes, MK5 7EN.

Information GHR may collect

- Identity and contact details, including name, address, phone, email and preferred contact method.
- Enquiry, quotation and booking information, including property details, priorities, access, parking and communications.
- Practical safety information, such as pets, fragrance or product restrictions, delicate surfaces, hazards and existing damage. Customers should not provide a medical diagnosis when a practical instruction is sufficient.
- Transaction and accounting information, including quotations, deposits, invoices, payment status and cash receipts. GHR does not need full payment-card details.
- Photographs or video supplied for a quotation and limited condition, safety, quality, complaint or insurance photographs.
- Feedback, reviews, complaints, rework requests, incidents, damage reports and related correspondence.
- Marketing preferences and separate consent records for photographs or electronic marketing.

Where information comes from

Most information comes from the customer through telephone, email, messaging, social media, photographs, consultation or the property. GHR may also receive enquiry information from a lead platform or referral. A person booking for another household should have permission to share the necessary details.

Why GHR uses information

Lawful bases	
Contract	To answer enquiries, prepare quotations, confirm bookings, deliver the agreed service, communicate, manage access and receive payment.
Legal obligation	To keep tax, invoice and legally required business records and respond to lawful requests.
Legitimate interests	To schedule work, protect property, keep limited condition evidence, improve service, handle complaints, recover debts and manage legal or insurance claims, after balancing customer rights.
Consent	For optional marketing photography and electronic marketing where consent is required. Consent is separate, voluntary and withdrawable.

GHR does not use solely automated decision-making that produces legal or similarly significant effects.

Who information may be shared with

- Monzo and any other bank or payment provider used to receive and reconcile payments.
- Microsoft Outlook for email; WhatsApp Business, Facebook and Instagram (Meta) for messaging and social enquiries; Google Business Profile; and MyBuilder where the enquiry originated there.
- The password-protected GHR Mac and Apple or Microsoft cloud services where enabled for approved business storage or synchronisation.
- The insurer, professional advisers, emergency services, regulators, courts, law-enforcement bodies or debt-recovery providers where necessary and lawful.
- A future employee or subcontractor only where needed to deliver the booking and subject to suitable confidentiality and data-protection controls.

GHR does not sell customer information. Some technology providers may process information outside the UK. Where this occurs, GHR will use an applicable lawful transfer mechanism or recognised safeguard.

How long information is kept

Approved retention schedule	
Unsuccessful enquiry	Normally up to 12 months after the last meaningful contact.
No-booking quote photos	Normally deleted within 90 days after the quotation expires, unless needed for a dispute or earlier deletion is appropriate.

Approved retention schedule	
Contract, invoice and payment	Tax records for at least five years after the 31 January submission deadline for the relevant tax year; core contract records may be retained up to six years after the relationship ends.
Routine job photos	Normally deleted within 90 days after completion and resolution of any concern.
Complaint / damage / claim	As long as reasonably needed to resolve the matter and manage legal or insurance requirements, normally up to six years or as directed by the insurer.
Marketing photos / consent	While use continues, reviewed at least every 24 months. New marketing use stops after withdrawal.

Information may be kept longer where required by law, HMRC, a court, the insurer or an unresolved complaint or claim. When no longer required, it will be deleted or securely destroyed.

Security

Customer records are kept on a password-protected GHR Mac and approved online accounts. GHR's approved security standard requires device encryption, multi-factor authentication where available, careful sharing and deletion, and an encrypted external backup stored separately. Suspected loss or misuse will be investigated and any legally required notification will be made.

Customer rights

- To be informed and request access to personal information.
- To ask for inaccurate or incomplete information to be corrected.
- To ask for deletion, restriction or portability where the law provides that right.
- To object to certain uses. The right to object to direct marketing is absolute.
- To withdraw consent at any time where consent is used, without affecting earlier lawful use.

Rights are not always absolute. GHR may retain information for a legal obligation, unresolved contract, debt, complaint, claim or another lawful reason. Proportionate proof of identity may be requested.

Privacy questions and complaints

Contact glowhomerefreshmk@outlook.com or 44 Mayer Gardens, Milton Keynes, MK5 7EN. GHR will respond without undue delay and normally within one month. A customer may also complain to the Information Commissioner's Office at <https://ico.org.uk>. GHR asks customers to raise the matter directly first where they feel able, so it has an opportunity to resolve it.

Changes

GHR may update this notice when its systems, providers, services or legal obligations change. Material new uses will be brought to the customer's attention before they begin where required.

Part 4 - Optional Photography Consent

Before-and-after marketing photography | Version v1.0 | Effective 25 August 2026

Your choice

Marketing consent is optional. Saying no will not affect the quotation, price, booking or service. This form must remain separate from booking acceptance and must never be pre-ticked.

Customer name:

Property postcode only:

Quotation / invoice reference:

Appointment date:

What may be photographed

☐ Before-and-after photographs of agreed rooms, surfaces, appliances or cleaning details may be used.

☐ Close-up photographs of cleaning results may be used.

GHR will not intentionally publish faces, names, full addresses, house numbers, paperwork, screens, family photographs, medicines or other direct identifiers. Unnecessary or identifying details will be excluded, cropped or blurred where reasonably possible.

Where approved photographs may be used

☐ GHR's Facebook page and relevant local Facebook groups.

☐ GHR's Instagram profile and other GHR-controlled social profiles.

☐ GHR's website, online portfolio or Google Business Profile.

☐ Printed GHR portfolio, leaflet, service menu or promotional material.

☐ I do not consent to any marketing use of photographs.

Consent terms

- Consent covers only the boxes ticked and only photographs following the identity-protection rules above.
- No payment, discount or benefit is provided unless separately stated in writing.
- GHR keeps a record of what was agreed, when, how and against which form version.
- Continuing marketing use and the consent record are reviewed at least every 24 months.
- Consent may be withdrawn through glowhomerefreshmk@outlook.com or 44 Mayer Gardens, Milton Keynes, MK5 7EN.
- After withdrawal, GHR will stop new use promptly and, where reasonably practicable, remove online copies under its control within 30 days. Copies already shared, cached or printed may not be fully recoverable.

The customer confirms they are at least 18 and have authority to permit photography in the relevant areas. They should tell GHR if another person's privacy may be affected.

☐ I give the specific marketing consent shown by my ticks above.

☐ I do not give marketing consent.

Customer name:

Signature or written-message confirmation:

Date and time:

GHR person recording consent:

Electronic consent record

If consent is obtained by email or message, GHR must save the customer's exact positive response with this form/version, selected channels, date, time and recorder. Silence, a pre-ticked box or acceptance of the booking is not consent.

Part 5 - Complaints and Re-performance Policy

A clear route for quality concerns, damage concerns and service remedies | Version v1.0 | Effective 25 August 2026

How to raise a concern

Contact GHR through glowhomerefreshmk@outlook.com, WhatsApp Business, 07724 798766 or 44 Mayer Gardens, Milton Keynes, MK5 7EN. Include the quotation reference, what is wrong, when it was noticed and photographs where practical.

Reporting within 24 hours is helpful because the condition is easier to inspect, but it is not a contractual deadline and does not remove statutory rights.

How GHR responds

1. Acknowledge the concern and record it against the booking.
2. Compare it with the accepted quotation, original condition, service boundaries and any photographs.
3. Ask proportionate follow-up questions and inspect where reasonably needed.
4. Offer repeat performance without charge where the agreed service was not carried out with reasonable care and skill and re-performance is possible.
5. Where repeat performance is impossible, cannot be done within a reasonable time or would cause significant inconvenience, consider an appropriate price reduction or other legal remedy.

Damage or insurance-related concerns

GHR will document facts and may notify its insurer. Neither GHR nor the customer should dispose of relevant items or arrange non-urgent permanent repairs before a reasonable inspection. GHR will not make an admission or settlement that conflicts with insurance obligations, but this does not restrict the customer's legal rights.

Escalation

If the customer remains dissatisfied, GHR will provide its final position in writing and identify any appropriate external route available. Nothing in this process prevents a customer seeking independent advice or using their statutory remedies.

Part 6 - Booking Acceptance Record

This record may be completed on paper or reproduced in a digital booking form.

Customer name:

Service address:

Preferred contact channel:

Quotation reference and version:

Agreed service date / time:

Fixed quoted price:

25% deposit due / paid:

Balance due on completion:

Customer confirmations

☐ I accept the written quotation and Customer Booking and Service Terms.

☐ I received the Privacy Notice and cancellation information in a form I can save.

☐ I have disclosed pets, product restrictions, delicate surfaces, hazards, loose fittings and known damage relevant to the service.

☐ Working electricity, hot/cold water and safe access will be available.

☐ Cupboards and fridges included for internal cleaning will be emptied unless content handling is separately quoted.

☐ Children and pets will be kept safely away from products, equipment, wet floors and the active work area.

☐ I understand the booking is secured only when GHR confirms written acceptance and receipt of the required deposit.

Access arrangements - complete only when relevant

☐ I request an unattended booking and understand GHR accepts this only by exception while owner-operated.

☐ I have given written key, lockbox, alarm or access instructions for this booking.

☐ I have stated who may enter during the appointment and how the property must be secured on departure.

Early start - complete only if work begins within 14 days

☐ I expressly request GHR to begin before the end of the 14-day cancellation period.

☐ I understand I must pay proportionately if I cancel after work begins.

☐ I understand the statutory cancellation right ends when the agreed service is fully completed following my request.

Optional choices

☐ Room fragrance may be used where GHR judges it safe.

☐ I have completed the separate marketing-photography consent form.

☐ I do not consent to marketing photography.

Customer name:

Signature or written-message confirmation:

Date and time:

GHR confirmation date and booking reference:
