



Terms & Conditions – PMB Cleaning Services

1. Introduction

PMB Cleaning Services ("we", "us", "our") provides professional bin cleaning services across designated areas. By booking our services, you ("the customer", "you") agree to these Terms & Conditions. If you do not agree, please do not use our services.

2. Service Details & Scheduling

- **Cleaning Days:** Some service routes are divided into two cycles per month to optimise efficiency as listed below:

Mondays (First 2 of the Month): Marston Moretaine, Cranfield, Wixam..

- **Mondays (Second 2 of the Month):** Olney
- **Fridays (First 2 of the Month):** Wootton, Stewartby.
- **Fridays (Second 2 of the Month):** Shortstown, Wixams, Wilstead.
- **No Time Slots:** Customers book for a **SPECIFIC DAY**, not a time slot, the times slots with the booking system are to ensure we do not get over booked. Routes are created 36 hours prior to ensure best use of time/council collection routes/driving miles.
- **Service Areas:** PMB is currently active in Wootton, Stewartby, Marston Moretaine, Wixams, Biddenham, Kempston Hardwick, Upper/Lower Shelton, Cranfield, Ampthill, Flitwick, Maulden, Bromham, Great Denham, Bridge End, Shortstown Wilstead, Stagsden and Olney.
- **Access & Identification:** Bins must be left outside and clearly identifiable. We offer PMB number/letter stickers for purchase.
- **Empty Bins:** Bins must be emptied of loose waste before cleaning. If our team decides to proceed with cleaning despite some rubbish inside, any removed waste will be bagged and left with the bin.
- **Failure to Provide Access:** If we are unable to clean your bin due to access restrictions, incorrect bin placement, or excessive rubbish inside, the service charge will still apply.
- **Rescheduling & Missed Bins:** If your bin will not be available for cleaning on a scheduled day, you must notify us at least 24 hours in advance to carry over the payment.
- **Customer Responsibility:** Customers must be aware of their cleaning schedule and ensure their bins are accessible on the correct days. PMB is responsible for notifying customers of any schedule changes.
- **Payment Issues:** If payment is not received, PMB may, at its discretion, clean the bin on the next scheduled cleaning day and issue a payment reminder.
- **Bank Holidays & Council Changes:** Bank holiday adjustments will be pre-accounted for. Customers must inform PMB of any additional council schedule changes that may affect service.
- **Annual Leave:** In cases where PMB takes annual leave, advanced notice will be provided. Pre-paid services will be preserved, and schedules will be adjusted as needed.
- **Moving House:** Subscriptions may be transferred to a new address within our service area. If relocating outside our coverage, a discretionary refund of the remaining subscription fee may be issued.

3. Payment & Billing

- **Online Payments:** Customers can pay via debit/credit card, the Wix payment plan is within our system. Payments must be completed before service commencement.
- **Recurring Payments:** PMB is a recurring service unless cancelled (minimum of three scheduled cleaning cycles). Customers authorise us to charge their chosen payment method for scheduled services via the booking pages.
- **Failed Payments:** If a payment fails, we will attempt to reprocess it. If unsuccessful, service may be paused until payment is resolved.
- **Security:** Payment details are processed securely following Wix compliance and encryption protocols.

4. Cancellation & Refunds

- **Pre-Service Cancellation:** You may cancel before service starts for a full refund.

- **Ongoing Service Cancellation:** A minimum of **48 hours' written notice via email** is required before the next scheduled clean to avoid being charged. If less than 48 hours' notice is given, the next cleaning charge applies.
- **Minimum Commitment:** Customers must commit to at least **three scheduled cleans**. Early cancellations are subject to refunds at PMB's discretion.
- **Refunds:** If a service cannot be completed due to factors outside our control (e.g., extreme weather, operative illness), we will offer either a reschedule or a refund.

5. Liability & Service Limitations

- **Non-Performance:** If we cannot clean a bin due to access restrictions, incorrect bin placement, or excessive rubbish inside, the service charge will still apply.
- **Damage to Bins:** We take care in handling bins, but we are not liable for damages resulting from wear and tear or pre-existing bin conditions.
- **Hygiene:** Bins containing unbagged dog waste, split/unbagged nappies, or either that are now compacted long-term waste will not be cleaned. If this is found on arrival, the full charge still applies.
- **Force Majeure:** PMB is not responsible for service delays caused by external factors such as severe weather, accidents, or council collection changes and will be in contact to offer either a reschedule or a refund.

6. Privacy Policy & Data Protection

- **Who We Are:** We are Pimp My Bin, located in Wootton, Bedfordshire. Our website is <https://www.pimp-my-bin.com>
- **Customer Data:** We collect and store customer information (name, address, contact details, and payment info) only for service provision and billing.
- **Marketing Communications:** Customers may receive service-related updates and promotions. You can opt out anytime by contacting us.
- **Email Data Usage:** We collect interaction data (e.g., email opens, clicks) to enhance service communications. We do not share this data with third parties.
- **Data Protection:** We comply with UK GDPR regulations and do not share personal information with third parties unless required by law.
- **Data Deletion:** Customers can request to opt out and have their data removed. If service is terminated, all stored data will be deleted.

7. Contact Information

For any questions, cancellations, or complaints, contact us at:

Email: chris.pimpmybin@gmail.com

Phone: 07872 893101

By using our services, you agree to these Terms & Conditions. We reserve the right to update them periodically, with notifications sent to active customers.

Last Updated: 15/02/2025.