

UK Cleaning Contract Template

The clause-by-clause structure of a proper commercial cleaning contract, free to download and adapt.

A UK cleaning contract sets out exactly what will be cleaned, how often, to what standard, for what price, and what happens if either side wants to change or end the arrangement. Most disputes between clients and cleaning contractors trace back to a contract that never nailed these points down. This template gives you the clause headings and the content each one needs.

Download the template

A ready-to-adapt Word/PDF structure covering every clause below, with plain-English guidance notes under each heading so you know what to fill in.

1. Parties and premises

Full legal names and registered addresses of both parties (the client and the cleaning contractor), the Companies House number of each where applicable, and a schedule listing every premises covered by the agreement with its address and site contact.

2. Services and specification

A description of the services provided (e.g. daily office cleaning, periodic deep cleaning, washroom consumables), cross-referenced to a separate, detailed specification document (see our specification template) so the contract itself stays short and the specification carries the detail.

3. Frequency and hours of access

Days and times cleaning will be carried out, access arrangements (keys, alarm codes, sign-in), and how site closures or holiday cleaning is handled.

4. Price, invoicing and payment terms

The fixed monthly (or per-visit) price, what is and is not included (consumables, one-off deep cleans, call-outs), invoicing frequency, payment terms (commonly 30 days), and the mechanism and notice period for annual price review — often linked to the National Living Wage uplift each April, since labour is the largest cost in any cleaning contract.

5. Staffing, vetting and TUPE

Confirmation that operatives are directly employed (PAYE, not self-employed sole traders), the level of vetting applied (DBS in England & Wales, Disclosure Scotland's PVG scheme in Scotland, AccessNI in Northern Ireland), and an acknowledgement that the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) may apply if the contract changes hands from an incumbent provider. See our TUPE explained guide and TUPE transfer checklist.

6. Insurance and liability

The minimum insurance the contractor must hold and evidence on request — typically Employers' Liability (legally compulsory) and Public Liability at a level the client specifies — plus a liability and indemnity clause covering loss or damage caused by the contractor's negligence.

7. Health, safety and COSHH

An undertaking that all cleaning chemicals are used, stored and disposed of in line with COSHH (Control of Substances Hazardous to Health) assessments, that operatives are trained accordingly, and that risk assessments and method statements are available on request. See our COSHH assessment template.

8. Performance monitoring and remedies

How quality is measured (inspection walk-rounds, KPI scorecards, complaints process), the response time for reported issues, and any service-credit or remedy mechanism if standards are not met. See our KPI scorecard and audit scorecard.

9. Term, notice and termination

The initial contract term (commonly 12-36 months), the notice period to end or not renew (commonly 1-3 months), and grounds for immediate termination (e.g. repeated failure to attend, insurance lapsing, insolvency). A clear exit clause also protects the client if the relationship needs to end early.

10. General clauses

Data protection / confidentiality, force majeure, assignment/sub-contracting restrictions, dispute resolution, and governing law (England & Wales, Scotland, or Northern Ireland as applicable).

Prepared by Optus Glean UK — nationwide commercial cleaning. For a free site survey and a fixed monthly quote, visit optusglean.co.uk/quote or call 0330 027 2159. This template is provided as a practical starting point and is not legal advice.