

WashPane Platform Policy

Last updated: **03/04/2026**

This Platform Policy forms a part of your agreement with WashPane Ltd (Company Number 16771145) and should be read in conjunction with the Terms of Service and Privacy Policy. By using the Platform, you agree to be bound by the provisions of this document where applicable to your use of the Platform.

1. Definitions

Unless otherwise stated, the following terms shall have the meanings set out below:

“Platform”: The WashPane website, available at www.Washpane.com, and all associated systems, tools, and services provided by WashPane Ltd.

“Customer”: A registered user who creates and manages Job listings on the Platform.

“Contractor”: An independent individual or business that submits Quotes and performs Services requested through the Platform.

“Job”: A service request created by a Customer on the Platform, including all associated details, availability, and requirements.

“Quote”: A time- and price-specific offer submitted by a Contractor in response to a Job.

“User”: Any person registered on or using the Platform, whether as a Customer or Contractor.

“Account”: The registered user profile and associated credentials required to access and use the Platform.

“Services”: The cleaning or related tasks performed by a Contractor pursuant to an agreement between the Customer and Contractor.

“Scheduled Service Window”: The time slot during which the Job is to be performed, as selected by the Customer. Jobs may be scheduled for either a “morning” or “afternoon” window, as determined and communicated by WashPane to Users at the time of booking.

“Cancellation Cut-Off Time”: The latest time by which a Job must be cancelled to remain eligible for a refund, as specified in the Platform Policy.

“Stripe Fees”: The card processing and payout fees levied by Stripe for payments and transfers conducted through the Platform.

“Refund Eligibility Window”: The time-based conditions under which a cancellation may qualify for a full or partial refund under Section **3** of the Platform Policy.

“Complaint”: A written request submitted by a User for WashPane to review a refund, fee allocation, or cancellation decision, in accordance with Section **4** of the Platform Policy.

“Terms”: The applicable WashPane Terms of Service governing a User’s use of the Platform, including the Customer Terms of Service or Contractor Terms of Service, as relevant.

1. Overview

1.1. Purpose of this Policy

1.1.1. This Platform Policy outlines the operational rules, procedures, and expectations that govern the use of WashPane by both Customers and Contractors. It supplements the Terms of Service and is designed to clarify how specific processes are handled, including cancellations, refunds, disputes, and Platform fees.

1.1.2. Where this policy conflicts with the Terms of Service, the Terms shall prevail unless expressly stated otherwise.

1.2. Scope and Applicability

1.2.1. Unless otherwise specified, this Policy applies to all registered users of the WashPane Platform, including Customers and Contractors. Some sections may reference role-specific obligations or entitlements, which will be clearly indicated.

1.3. Key Related Policies

1.4. This Platform Policy should be read in conjunction with the following documents:

1.4.1. Customer Terms of Service;

1.4.2. Contractor Terms of Service;

1.4.3. Acceptable Use Policy; and

1.4.4. Privacy Policy.

2. Cancellations

2.1. Customer-Initiated Cancellations

2.1.1. Before a Quote Is Accepted

Customers may cancel a Job at any time prior to accepting a Quote from a Contractor. No payment will be collected, and no cancellation fees will apply.

2.1.2. After a Quote Has Been Accepted

Once a Quote has been accepted by the Customer, and confirmed by the Contractor, a Job is created and the Customer may no longer delete the Job. Any cancellation must be submitted via the Platform's cancellation process.

2.1.2.1. Upon cancellation:

- The assigned Contractor will be notified;
- The Customer may be eligible for a refund, subject to timing, refund policy, and Stripe fee deductions as outlined in Section 3 (Refunds);
- Refund eligibility may be reduced or denied for cancellations occurring less than 24 hours before the scheduled time slot, per Section 3.2.1.

2.1.3. Late Cancellations or Access Failures

If a Customer fails to cancel and is not available or does not provide access at the agreed time:

2.1.3.1. The Contractor may be entitled to receive full or partial payment for the missed Job;

2.1.3.2. WashPane may deny refund requests; and

2.1.3.3. Repeated no-access incidents may lead to account restrictions or suspension under the Acceptable Use Policy.

2.2. Contractor-Initiated Cancellations

2.2.1. Contractors are expected to complete Jobs they have accepted and may only cancel when absolutely necessary.

2.2.2. Cancellations must be made through the Platform and must include a reason.

2.2.3. The Customer will be automatically notified.

2.2.4. Contractors must provide sufficient notice to minimise disruption. For the purposes of this Policy, sufficient notice means that a Contractor must

cancel the Job at least 24 hours before the start of the applicable Scheduled Service Window.

2.2.5. Frequent or last-minute cancellations may result in action being taken, including reassignment of Stripe fees and account suspension under the Acceptable Use Policy.

2.2.6. If a Contractor cancels a Job, WashPane will use reasonable efforts to offer the Job to other Contractors on the Platform in order to arrange a replacement.

2.2.7. If a replacement Contractor is secured, the Job will proceed with the new Contractor under the existing booking details, unless otherwise agreed with the Customer.

2.2.8. If WashPane is unable to arrange a replacement Contractor within a reasonable time, WashPane will issue a full refund to the Customer.

2.2.9. WashPane may monitor Contractor performance, including cancellations and failures to complete accepted Jobs.

2.2.10. Where a Contractor demonstrates a pattern of failing to fulfil accepted Jobs, WashPane may take action, including but not limited to restricting quoting ability, suspending the Contractor's account, or terminating access to the Platform.

2.2.11. A pattern of failure may include repeated cancellations or failures to complete Jobs, particularly where such events occur within a short period of time or represent a significant proportion of the Contractor's accepted Jobs.

2.2.12. In assessing whether action is appropriate, WashPane may consider factors including the frequency of such events, the Contractor's overall activity on the Platform, the timing of cancellations, and any relevant circumstances or explanations provided.

2.3. Platform-Initiated Cancellations

WashPane reserves the right to cancel a Job at its discretion in the following cases:

2.3.1. Suspected fraud, abuse, or violations of Platform policies;

2.3.2. Scheduling or technical errors;

2.3.3. Safety, legal, or compliance concerns; or

2.3.4. Suspension, restriction, or verification failure of either party's account.

In such cases:

2.3.5. WashPane will notify both parties of the cancellation;

2.3.6. Refunds will be assessed based on the specific circumstances, in accordance with Section 3 (Refunds);

2.3.7. Either party may submit a complaint regarding the handling of fees via Section 4 (Disputes).

2.4. Communication and Recordkeeping

All cancellations must be submitted via the Platform interface.

Cancellations made through external means (e.g. phone, text, third-party apps) shall not be recognised, and may result in fees being retained or disputes arising.

WashPane is not liable for cancellations not properly recorded through the Platform.

3. Refunds

3.1. General Policy

3.1.1. Refunds may be issued in certain circumstances following a Job cancellation, depending on the timing, the reason for cancellation, and the party responsible. WashPane does not guarantee a refund in every case.

3.1.2. All refund requests are assessed by WashPane on a case-by-case basis and are subject to the terms of this section.

3.2. Eligibility for Refunds

3.2.1. **If a Customer cancels before a Contractor has accepted the Job:** No payment is collected, and no refund is necessary.

3.2.2. **If a Customer cancels after accepting a Quote:** A partial refund may be available, subject to deductions (see 3.3).

3.2.3. **If a Contractor cancels after the Job has been accepted:** The Customer shall be entitled to a full refund.

3.2.4. **If WashPane cancels the Job:** Refunds, if any, will be assessed based on the circumstances leading to cancellation.

3.2.5. **If the Contractor is unable to complete the Job due to Customer unavailability or failure to provide access at the scheduled time:** The Customer will not be entitled to a refund.

3.3. Cut-Off Timing for Refund Eligibility

3.3.1. Where refund eligibility depends on timing, a cancellation must occur at least 24 hours in advance of the Scheduled Service Window. Cancellations submitted after this point will not be entitled to a refund.

3.3.2. The applicable start time of each Scheduled Service Window is as communicated to Users at the time of booking.

3.4. Non-Refundable Fees

3.4.1. Stripe payment processing fees are **non-refundable**, including in cases where a refund is otherwise granted.

3.4.2. WashPane does not absorb Stripe fees on behalf of users.

3.4.3. If a refund is issued, **the amount returned will be reduced by any non-refundable Stripe fees.**

3.4.4. WashPane reserves the right to determine whether such fees are deducted from the Customer or the Contractor, depending on the circumstances of the cancellation.

3.5. Refund Process

3.5.1. Refunds will be processed to the original payment method where possible. Processing times may vary depending on the payment provider.

3.5.2. Users will be notified of the outcome of their refund request via email or other communication methods available through the Platform.

3.6. Platform Fee Deductions

3.6.1. WashPane reserves the right to retain all or part of its Platform fee in certain cases, including:

3.6.1.1. Where a Job was partially completed before cancellation;

3.6.1.2. Where cancellation was initiated by the Customer close to the scheduled Job time;

3.6.1.3. Where Platform rules or terms were breached;

3.6.2. These deductions will be clearly communicated to the affected user.

4. Disputes

4.1. Encouragement to Resolve Directly

4.1.1. WashPane encourages Customers and Contractors to resolve any issues or disagreements between themselves in a respectful and constructive manner, where possible. The Platform is designed to facilitate connections, not to serve as an arbitrator, mediator, or judge of service quality or outcomes.

4.2. Optional Platform Involvement

4.2.1. If the parties are unable to reach a resolution independently, either party may request WashPane to review the circumstances and provide informal guidance.

WashPane may, at its sole discretion, choose to review relevant information — including Job details, communication records, and availability history — to assist in assessing the situation.

4.2.2. Any involvement by WashPane is non-binding and does not constitute a formal dispute resolution service. However, where appropriate, WashPane reserves the right to issue a decision regarding the allocation of refunds, Platform fees, or Stripe processing fees, based on the available information. Such decisions are intended solely to support Platform integrity and do not imply an obligation to intervene or resolve every dispute.

4.3. Subjective Quality Disputes

WashPane does not guarantee the quality, outcome, or subjective satisfaction of any Job completed via the Platform. Customers and Contractors acknowledge that standards of work may vary and that WashPane's role is limited to facilitation. WashPane may, at its sole discretion, review any service-related disputes, but does not act as an adjudicator of subjective quality unless clear evidence of misconduct, policy breach, or incomplete work is provided.

4.4. Refunds and Fee Disputes

4.4.1. If a refund is denied, or if a Stripe processing fee or Platform fee has been deducted from a user's payout or refund amount and the user believes this was incorrect, they may submit a complaint to WashPane within fourteen (14) calendar days of the relevant event. Complaints submitted after this time may be considered only at WashPane's discretion.

4.4.2. Complaints must be submitted in writing via email or the Platform's contact form and must include:

4.4.2.1. A summary of the Job and cancellation (if applicable)

4.4.2.2. A timeline of relevant events

4.4.2.3. Supporting evidence (e.g. screenshots, messages)

4.4.2.4. An explanation of why the refund or fee allocation should be reconsidered

4.4.3. WashPane will review each complaint on a case-by-case basis and provide a written response. All complaint decisions are final within the scope of the Platform and are not subject to further escalation.

5. Platform Fees

5.1. Fee Inclusion in Job Price

5.1.1. All Platform service fees, Stripe processing fees, and any applicable taxes (including VAT, where required by law) are included in the total Job price displayed to the Customer at the time of accepting a Quote. The Customer shall not be charged any additional Platform-related fees beyond the amount explicitly stated in the Quote acceptance flow.

5.2. Platform Service Fee

5.2.1. WashPane deducts a Platform service fee equivalent to **ten percent (10%)** of the total Job value from the amount payable to the Contractor. This Platform service fee is inclusive of:

5.2.2. Platform operating and maintenance costs;

5.2.3. Applicable VAT on WashPane's services;

5.2.4. Typical Stripe card processing fees incurred at the time of the Customer's payment.

5.2.5. The remaining ninety percent (**90%**) of the Job amount, less any applicable Stripe payout fees (as described in Section 5.3), shall be disbursed to the Contractor.

5.2.6. Contractors must ensure that any tax included in their pricing complies with applicable law, and WashPane accepts no responsibility for tax calculation or reporting errors.

5.3. Stripe Payment Processing and Payout Fees

5.3.1. Stripe's payment processing fees apply to all transactions conducted through the Platform. These fees are generally non-refundable; however, WashPane may, at its sole discretion and in accordance with the Platform Policy and relevant refund terms, return the full or partial value of such fees in specific cases.

5.3.2. If a refund is issued, the Customer acknowledges that the refunded amount may be reduced by any applicable non-refundable Stripe fees, unless otherwise determined by WashPane.

5.3.3. Stripe's standard payout to UK bank accounts in GBP does not typically incur an additional payout fee. However, where a Contractor selects an alternative payout method (e.g., instant payouts, international transfers, or non-GBP currencies), any resulting fees charged by Stripe shall be borne

solely by the Contractor. WashPane shall not be liable for such charges or adjustments.

5.4. Contractor Pricing and Tax Responsibility

- 5.4.1. Contractors are solely responsible for setting the price of their Quotes and must ensure that any taxes for which they are liable, including but not limited to VAT, income tax, or self-employment contributions, are appropriately calculated, declared, and remitted to the relevant tax authorities.
- 5.4.2. WashPane does not provide tax advice or calculate tax liabilities on behalf of Contractors and shall not be held liable for any failure by a Contractor to meet their tax obligations.

5.5. Fee Transparency and Summary

- 5.5.1. All fees and deductions are calculated based on the total value of the Job as accepted by the Customer. For clarity:
- 5.5.2. The **Customer** pays the full quoted amount displayed during the acceptance of a Quote. No additional fees will be charged beyond this amount.
- 5.5.3. WashPane reserves the right to revise the Platform service fee percentage, subject to reasonable notice and in accordance with the Terms of Service.
- 5.5.4. For more on fee handling during refunds or cancellations, see **Section 3: Refunds** and **Section 4: Disputes**.

6. Failed Payments, Chargebacks, and Fraud

6.1. Failed Payments and Card Declines

- 6.1.1. All payments on the Platform are processed securely via Stripe. In the event a payment method fails or is declined, Stripe may attempt to reprocess the charge in accordance with its internal retry logic.
- 6.1.2. Customers are solely responsible for ensuring that their chosen payment method is valid and sufficiently funded. WashPane shall not be held liable for failed payments, delayed charges, or any resulting consequences.
- 6.1.3. If a payment fails after a Job has been confirmed or a service has been scheduled, WashPane reserves the right to cancel the Job, suspend the associated account, and/or recover unpaid amounts through Stripe or other lawful means.

6.2. Chargebacks

If a Customer initiates a chargeback or payment reversal:

- 6.2.1. The associated Job may be suspended or cancelled;
- 6.2.2. The Customer's account may be temporarily restricted pending review;
and
- 6.2.3. WashPane may request supporting evidence from either party to assess the claim.

If a chargeback is deemed fraudulent, abusive, or unfounded, WashPane may take enforcement action, including permanent account suspension and legal or recovery proceedings.

Contractors acknowledge that if a chargeback initiated by a Customer is successful, the associated funds may be reclaimed from the Contractor's Stripe account or deducted from future payouts.

6.3. Fraud Monitoring and Platform Integrity

6.3.1. WashPane reserves the right to monitor activity on the Platform for indicators of fraud, abuse, or misuse, using automated tools, manual reviews, or both. This may include, but is not limited to, reviewing:

- 6.3.1.1. Patterns of unusually rapid Job acceptance or completion;
- 6.3.1.2. Repeated disputes or chargebacks;
- 6.3.1.3. Irregular or suspicious user behaviour.

6.3.2. Such monitoring, if undertaken, is performed solely at WashPane's discretion. It may result in temporary or permanent account restrictions, internal investigations, or referral to relevant authorities.

6.3.3. Nothing in this section shall be construed as a commitment or obligation by WashPane to proactively monitor all user activity or to detect or prevent all forms of fraud. Users are responsible for securing their own accounts and must report any suspected fraudulent activity to WashPane without delay.

6.3.4. If an account is flagged, WashPane may, at its sole discretion:

- 6.3.4.1. Restrict or suspend Platform access;
- 6.3.4.2. Withhold or reclaim funds;
- 6.3.4.3. Request additional documentation or identity verification; or
- 6.3.4.4. Report the issue to Stripe or the appropriate authorities.

6.3.5. Users agree to cooperate fully with any fraud investigation. WashPane may take pre-emptive action to protect users and maintain Platform integrity, including enforcement before wrongdoing is conclusively established.

7. Edge Cases and Escalations

7.1. Emergencies and Unforeseen Disruptions

- 7.1.1. In the event of emergencies, severe weather, natural disasters, or other unforeseen disruptions that prevent a scheduled Job from being completed safely or reasonably, WashPane reserves the right to cancel the Job or adjust its terms.
- 7.1.2. Customers and Contractors are encouraged to notify each other as soon as possible and use the Platform to communicate delays or rescheduling requests.
- 7.1.3. Refunds, rescheduling, or fee adjustments in such cases will be handled on a case-by-case basis at WashPane's sole discretion, with consideration given to safety, timing, and communication history.

7.2. Unsafe Working Conditions

- 7.2.1. Contractors have the right to decline or abandon a Job if, upon arrival, the working environment is deemed unsafe or unsuitable (e.g., aggressive animals, hazardous access, illegal activity).
- 7.2.2. Where possible, Contractors must report the issue to WashPane with supporting evidence (e.g., photos or notes).
- 7.2.3. WashPane may cancel the Job, notify the Customer, and determine whether any refund or fee adjustment is warranted based on the circumstances.
- 7.2.4. Repeated reports of unsafe conditions by multiple Contractors may result in account review or suspension for the Customer.

7.3. Repeated No-Shows or Failures to Deliver

- 7.3.1. If a Customer repeatedly fails to be present or provide access at the scheduled time, WashPane may:
 - 7.3.1.1. Deny future refund eligibility for missed Jobs;
 - 7.3.1.2. Restrict or suspend the Customer's account; or
 - 7.3.1.3. Reassign responsibility for Stripe or Platform fees to the Customer.
- 7.3.2. If a Contractor repeatedly cancels or fails to complete Jobs they have accepted, WashPane may:

- 7.3.2.1. Review the Contractor's account for reliability concerns;
 - 7.3.2.2. Temporarily restrict quoting ability; or
 - 7.3.2.3. Escalate to suspension in line with the Acceptable Use Policy.
- 7.3.3. All enforcement actions are taken at WashPane's sole discretion, with context and history taken into account.

8. Policy Updates

8.1. Versioning and Changes

- 8.1.1. This Platform Policy may be updated from time to time to reflect changes in Platform functionality, law, or business practice. When such updates occur:
- 8.1.2. The updated version will be published on the Platform with a revised "Effective Date";
- 8.1.3. Users will be notified by email or Platform notification if material changes are introduced.
- 8.1.4. Continued use of the Platform after changes are published constitutes acceptance of the updated Policy.

9. Governing Law and Jurisdiction

9.1. Governing Law

- 9.1.1. This Platform Policy and any disputes or claims arising out of or in connection with it shall be governed by and construed in accordance with the laws of England and Wales.

9.2. Jurisdiction

- 9.2.1. The courts of England and Wales shall have exclusive jurisdiction to settle any such disputes or claims.

10. Intellectual Property and Content

10.1. Platform Ownership

10.1.1. All content, materials, and systems provided by WashPane on the Platform, including but not limited to text, design, branding, and software, are owned by or licensed to WashPane Ltd and are protected by applicable intellectual property laws.

10.2. User Content

10.2.1. Users retain ownership of any content they submit to the Platform, including Job details, messages, and Quotes.

10.2.2. By submitting content, Users grant WashPane a non-exclusive, worldwide, royalty-free licence to use, display, and process such content for the purposes of operating and improving the Platform.

10.3. Restrictions on Use

10.3.1. Users must not copy, reproduce, distribute, or exploit any content from the Platform without prior written consent from WashPane, except as necessary for normal use of the Platform.

11. User Conduct and General Obligations

11.1. User Conduct

11.1.1. Users must interact with each other in a respectful, lawful, and professional manner when using the Platform.

11.2. Prohibited Behaviour

11.2.1. Users must not misuse the Platform, including but not limited to engaging in fraudulent activity, providing false information, attempting unauthorised access, or interfering with the operation of the Platform.

11.3. Enforcement

11.3.1. WashPane reserves the right to restrict, suspend, or terminate access to the Platform where a User breaches this Policy, the Terms, or any applicable law.

11.4. Account Security

11.4.1. Users are responsible for maintaining the security of their account credentials and must not permit unauthorised access to their account.

11.4.2. Any suspected unauthorised use must be reported to WashPane without delay.

12. Non-Circumvention

12.1. Prohibition on Circumvention

12.1.1. Users must not attempt to bypass or circumvent the Platform in order to arrange, solicit, or provide services outside of the Platform where such services were initially introduced through WashPane.

12.2. Examples of Circumvention

12.2.1. This includes, but is not limited to, exchanging contact details for the purpose of completing a Job outside of the Platform or avoiding applicable fees.

12.3. Enforcement

12.3.1. Where WashPane reasonably believes that Users have engaged in circumvention, WashPane may take action including suspension or termination of accounts and, where applicable, recovery of lost fees and/or legal action where appropriate.