



Welcome to Total Laundry, we would love to help you with your laundry.

### **A bit about Total Laundry Ltd**

Total Laundry began in 2009 and we take laundry very seriously. We are members of the Textile Services Association, The Guild of Cleaners and Launderers, and the FSB. Our team of launderers are all long serving and experienced and really do take pride in their work.

We want to give you the best service possible, so we have put together this info sheet

Not all laundries are the same – we do not mix your laundry with other peoples. We will sanitise and care for your items as if they were our own.

### **COVID -19 Precautions.**

**We will of course take all precautions necessary to keep you and us safe.**

**If you or a member of your household are unwell with coronavirus symptoms please let us know. It is recommended by Government that you leave any (possible) contaminated laundry for at least 5 days before processing. If you require your items before 5 days, then contact us and we can give you a special bag to use. – if in doubt, just call us. 01243 756182**

We are following the Textile Services Association's guidelines for dealing with laundry and although already robust, we have added further cleaning protocols to our regular cleaning and disinfecting routine and we practice social distancing.

**Please note: We use an in-wash sanitiser on all items or where possible, a thermal disinfection process.**

### **Domestic Customers**

We offer the following;

**Full Service:** Wash, dry, iron and fold (or hung) - Min order amount is 3kgs in weight\*

**Basic Service:** Wash, Dry & Fold - Min order amount is 3kgs in weight

**Iron Only-** Min order amount is 3kg in weight

\*Bed Linen and Towels, once your order is over 3kgs in weight, then we price your order by the item.

### **Re-Proofing**

**Duvet & Pillow Service** – Our tried and trusted method ensures your duvets and pillows are clean and thoroughly dry.

**Leathers** – Leather coats etc

### **Motorcycle Leathers**

**Wedding Gowns** – We gently clean and box your precious gown in the best handmade boxes you can buy.

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VAT 201870637/Company No 07076631



**Same Day Service** - We offer a same day express service for a basic wash only. Items must be in the laundry before 9.30am. They will be washed on a 40 degree wash with a medium tumble dry. So please make sure all your items can be washed by this method.

**Starch Service** - Beautiful and crisp- starched bed linen and tablecloths. We can starch your sheets and tablecloths for you, just tell us on drop off (small extra charge)

**'Dry Clean Only' Items** - We can clean almost anything and we can also clean your 'Dry Clean Only' items using the revolutionary WETCARE technique. This is a 100% solvent free alternative to Dry Cleaning, using specialist machines and specially formulated detergents. It's kind to both your clothes and to the environment. We were the first laundry in Chichester to offer this Eco cleaning system.

**You can bring in as little or as much as you like, however our minimum order weight is 3kg, so even if you send in one pillowcase you will still be charged our minimum order price, so do put more in your bag and make our great service work for you!**

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FAQ's - All Customers

**To stay Covid Secure and to avoid cross contamination, please use disposable plastic bags (bin bags are perfect) to put your dirty laundry in to and tie them closed- We cannot accept unbagged or loose items.**

The plastic bags will be disposed of and your linens will be returned to you in clean bags (we are using eco-friendly bags wherever possible). It is even better if you have one of our re-useable laundry hampers, as we will wash and sanitize them (free of charge) before returning your clean laundry to them. They are available to buy, just ask when you drop off or book a collection.

- **How do I bag my items?**

Simple, sort your laundry as you would if you are doing it yourself.

For instance, if you usually split the light and dark colours, put them in separate bags and they will be washed separately and treated as separate orders.

If you are happy for it all to go in together, no problem just keep them in one bag. (make sure none of your coloured items will run)

\*If you want your bed linen and towels washing separately from your clothes, pop those items in a separate bag too.

**We do not sort your items, so we will wash them as they are bagged.** – don't forget to check your pockets.

All clothing items are washed at 40 degrees and dried on a medium heat in a tumble drier. So please make sure your items can be cleaned in this way. \*Bed linen and towels will be washed at a minimum of 60 degrees unless they are in the same bag as your other items.

*Please note if you want your bed linen ironed, we use a commercial roller iron, which may sometimes damage buttons or poppers. We take all possible care but sometimes it is unavoidable.*

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If you have anything that needs special attention, for instance it is heavily stained or is a delicate item just keep it separate and tell us about it when you drop off.

- **Do I need to put my name on all of my items?**

No, your order is kept separate – we do not mix your items with other customers, so there is no need to mark or name your individual items, nor do we attach a tag to your items. However, just to be sure, by all means you can pop a list of items you are sending in for cleaning in your bag.

In the unlikely event of a discrepancy, the laundry count is final. Don't forget to put your name on each of your bags though and to let us know of any special requests.

- **How long does it take if I bring my items into your laundry?**

We will always have your laundry ready for when you need it! Our turnaround times are generally 4 days (maybe a tad longer in busy periods, so let us know if a specific turnaround is required, there may be an express charge if less than 72hours -this charge does not apply to same day services)

- **How do I pay? – non delivery customers**

Usually on drop off, we request payment by card where possible. You will also be sent an email/text confirming your order and another one with a payment link when it is ready, so you can also pay then too.

- **What if I can't get in on the day my items are ready?**

No problem, simply pay for your order using the link we sent you when we told you your order was ready, then message us letting us know when you are coming in.

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- **Do you have a collection & delivery service?**

Yes! We offer free collection & delivery to our customers within the PO19 postcodes, minimum order of £22.50

For customers beyond the PO19 area our charges start at just £5.00 per order.

- **How long does it take for collection & delivery?**

Delivery customers are serviced weekly. If you would like it back quicker than that, let us know and you can collect from the laundry.

We will come to collect every week until you tell us not to – if you do not require a collection or you wish to change it, you must tell the laundry with at least 24 hour notice. If you are using us on an occasional basis, just let us know when you request your collection – In all cases, you will receive an email confirmation letting you know when we are coming.

To keep you and our driver safe please, where possible leave your laundry outside for collection. If the laundry is not in a visible place, just let us know where you have left it and we will deliver it back there too.



- **What if I am not in when you call?**

If you know you are going to be out, we can collect from an agreed safe place. So please let us know beforehand. If we don't know, and you are out when we come and we are unable to collect/deliver you will be charged a 'failed delivery' charge of £5.

- **Do I have to pay the driver?**

No, for delivery customers, you do not pay the driver. There is a link to pay in the notification email or if you prefer, you can pay monthly by Direct Debit, just ask and we will send you a link. Any unpaid orders are automatically invoiced at the end of the month.

- **Sounds great, how do I book?**

To book a collection, please give the laundry a call on 01243 756182, we do ask for at least 24 hours notice.

- **Do you come at the same time each week?**

We aim to collect/deliver around the same time each week. However, this may not always be possible, due to but not limited to, traffic, Goodwood events, weather and fluctuations in delivery schedules etc. We will get to you on the scheduled day and if we can't, we will contact you.

- **How do I bag my items?**

Bag your things as you would if you were bringing them in to the laundry. Don't forget to put your name on your bags and as, quite often we won't have spoken to you before your items are cleaned, please attach a note to your bag if there is something you think we ought to know before cleaning.

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## **Commercial Customers**

If you are a business and have at least 4 double bed sets (10kg) then please ask about our competitive commercial rates. If any load is under 4 sets (10kg) then our great domestic prices will apply. We have various pricing options depending on how much you use us - let our prices work for you!

## **Sustainability**

Here at Total Laundry, we strive to be eco-friendly and hygienic too. So, if possible, send your items in a machine washable bag, which we will wash and sanitise for you before re using for your clean laundry. If you don't have a suitable bag, just use a sealed or tied plastic bag which we will dispose of and the re-package your lovely clean laundry in biodegradable plastic

Don't forget, our machines are larger and more efficient than domestic ones, so by using a laundry you are helping the planet. You are also helping yourself too by saving your valuable time.

We look forward to being of service and becoming part of your team.