

## **Terms & Conditions**

1. Clients who book our services via the Internet or over the phone are bound by our Terms & Conditions. It is the customer's responsibility to check our list of inclusions and terms & conditions when you book our service.

### **Quotes**

2. Our client provides us with accurate information regarding the property at the time of quote. Any additional hours needed to clean the property will incur an extra charge of \$65/hour/cleaner + GST. For any reason, if the property did not align with the information provided in the booking form submitted by the client or was misleading, additional charges may apply to accurately cover the cost of the cleaning service.

### **Fair Go Policy**

3. If a property requires more cleaning than what was originally estimated we will stay an additional half hour to ensure that the cleaning is finished at no extra charge.

If a property requires more time than what was estimated and notified to us, past the Fair Go Policy 30-minute timeframe, we will notify the client and request further cleaning time to ensure the property is cleaned to a high standard. Upon approval by the client any additional time will incur a fee of \$65 an hour per staff member.

### **Vacate/ End of Lease Cleaning (4. a – h)**

#### **Bond Back Guarantee**

4. a) Once our End of lease cleaning service quote has been accepted and paid in full, we offer a 100% bond back to all our clients. This guarantee is only valid for a **48-hour period** after the cleaning service has been completed.

If for any reasons, with matters relating to the cleanliness of the property and in accordance with the cleaning checklist provided to you upon approval and payment of your quotation, the property managers or the landlords are not satisfied with the outcome, we will appoint our next available team member/s to rectify the matter at NO additional charge to the client.

In the event, the property has been accessed by tradespeople or any persons using the facilities after completion of the vacate clean, we will **NOT** be held responsible, and the bond-back guarantee will become invalid.

If the exit clean inspection is after 48 hours, and there is an issue with the cleaning, we won't be responsible however we can help with cleaning at an additional charge.

#### **Rubbish left behind**

b) Properties requiring a Vacate Clean must be empty of all furniture, rubbish, and or items left behind. Alternatively, all property left behind must be placed in the garage/ and or a secure safe place.



Failure to remove items from the property prior to our arrival can result in rescheduling the appointment and incur a rebooking fee. We reserve the right to retain full payment in such circumstances.

#### **No Water and Power**

c) If there is no water or electricity connection at the time of the Vacate Clean then this will result in rescheduling the booking and incur a rebooking fee of \$195. We reserve the right to retain payment in such circumstances.

#### **Key collection**

d) Keys will only be from the real estate agent's office and will be returned at the end of the clean. Keys will not be collected from or returned to tenants to lower the risk of property damage/property disturbance after the clean is performed.

#### **Walls Spot Cleaning**

e) Included in the quoted price. However, if the walls are heavily soiled and marked, we will notify you that they require a wash down for an additional cost. If you choose not to go ahead with the additional cleaning as per our recommendation, our full bond return guarantee will be null and void. If we are asked to return to clean the walls once the final inspection has been completed, we will require the additional payment as mentioned above.

#### **Blinds**

f) A quick surface dust of blinds is included in the quoted price. If the blinds have sticky dust, dirt, or grease they will require a separate professional blind cleaning service that is not included in our price.

#### **Mould**

g) Mould removal in the shower or bathroom **grouting** is INCLUDED in the price. If mould is present in other areas of the property such as the bathroom ceiling, bathroom silicone areas, windows & sills, etc. this requires extra treatment and will incur an additional charge. Severe mould infestations may need to be referred to a professional mould removalist.

#### **Adhesive hooks**

h) We do not remove adhesive hooks from walls or doors these are the responsibility of the tenant.

#### **Accessibility**

5. We will not clean any place which is hard to reach or dangerous to touch. Our cleaners only carry step ladders – areas that are out of reach such as fans on high ceilings cannot be cleaned. We do not dismantle exhaust fans or air conditioners to clean inside. We do not pull out the dishwashers or ovens to clean behind. No large items will be moved to reach behind and cleaned.

#### **Zero Tolerance**

6. At any time clients begin to threaten or verbally abuse any of the staff members we reserve the right to walk away and not return to finish the service. We reserve the right to retain full payment in such circumstances.

### **Travel Fee**

8. Should the job be outside our perimeter of works an additional fee will incur for the job. This will be determined at the time of booking. For any questions, please contact management on 03 9847 7712.

### **Outdoor Cleaning**

9. Outdoor Cleaning is only provided upon request and limited to sweeping patios and cleaning reachable areas via a step ladder.

### **Payment**

10. All payments for Vacate Cleans are to be made **3 days prior** to the clean taking place. All other invoices are to be paid within 7 days of the clean taking place.

### **Cancellation Policy**

11. A 24-hour notice is required for any booking changes or/and cancellations. Any changes made to the booking the day/time less than 24 hours will result in full payment required to be made prior to the clean taking place.

This covers the costs of the cleaners' travel and loss of income. If the booking has previously been paid in full, there is NO refund. Cancellations or change of booking before 24hrs of the clean is at NO charge.

This may be pardoned due to certain circumstances and will be determined by management at the time of cancellation.

### **Carpet cleaning terms and conditions**

We DO NOT guarantee the removal of all existing carpet stains. Although we will do our absolute best some carpet fibres can become permanently discoloured and unfortunately impossible to remove. Wax, sticky residue removal, and odour bombing is an extra cost, and we must be notified prior to the booking.

Yours Sincerely,



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