REGULAR CLEANING TERMS & CONDITIONS

- General regular cleans include; *please refer to checklist found on the Services page*
- Should you be meeting the cleaner each week/fortnight to allow access and you are running late, so as to not inconvenience other clients, the waiting time our cleaners are required to have is included in the amount of cleaning time.
- Should for any reason the cleaner be running late, you will not be at a loss for time of cleaning carried out.
- Carpet steam cleaning is available. Please contact me for a quote.
- If required, the correct removal of light fittings and other things that require removal in order to be cleaned needs to be showed to our staff. If we can't easily remove the light fittings and the removal process is not shown to our staff, we do not accept responsibility of the cleaning of that fitting/item.
- If you require to cancel/reschedule a clean (as a one off), a min of 48 hours' notice is required. Should no notice be provided a fee equivalent to 50% of your usual charge will be payable. * There is an exemption to certain circumstances
- Cancellation of services;
    - A minimum two (2) weeks' notice is required via email. If this is not provided, 50% of your usual charge will be payable.
    - If cancelling after only the first 2 cleans through no fault of VSA Cleaning Services, you will be liable for the Direct debit set up fee ($10).
    - If effective immediately due to unsatisfactory works carried out, we are required to be notified of the unsatisfactory works within 24 hours of the clean being carried out. We may also request for evidence to be provided should we deem it necessary. If this is not provided, the 50% cancellation fee will be due and payable.
    - Should VSA Cleaning Services be required to cancel services, we will provide you with two (2) weeks' notice via email. The exclusion to this is if there are monies outstanding and after follow up for payment it remains unpaid, VSA has the right to cancel services effective immediately.
- Re-cleaning that needs to be done an email is required to be sent to info@vsacleaningservices.com.au within 24 hours of the clean along with a list of concerns. If we are not contacted within 24 hours, we will not take responsibility for re-cleaning the property and full payment is due and payable. Photo evidence may be required prior to someone attending should we deem it necessary.
- We do not offer any refunds, only re-cleans which are free of charge.
- Requests for cleaning and re-cleaning that we find unreasonable will be refused.
- In the event where your overdue account is referred to a collection agency and/or law firm, you will be liable for all costs which would be incurred as if the debt is collected in full, including legal demand costs.
- Payment of services is by way of DebitSuccess. Please refer to information sheet.
- These Terms & Conditions are subject to change – updated copy is located at www.vsacleaningservices.com.au under the *Services* page

By proceeding with the cleaning services you accept all of the above Terms & Conditions