



ONE OFF CLEANING TERMS & CONDITIONS

(Spring/Monthly, End of Lease, Pre Sale, Builder)

GENERAL

- Our quotes are based on the information you provided about your property is true and your property is in a condition that we decide is in a reasonable condition.
- Properties which we find to be in a very bad condition may require additional time and a dirty cleaning surcharge will be applied accordingly.
- Windows which are to be cleaned, should they have mould or concrete residue there will be an additional charge.
- Wall cleaning; should the walls be poorly painted and/or is an older property, we will not be held liable should any paint thin or come off during the cleaning of the walls. We do not use anything harsh or abrasive on the walls.
- Cleaning of any furniture or appliances will only be carried out if advised at the time of requesting a quote so it can be reflected in the quote and sufficient time allowed. Otherwise the property is to be empty of all personal belongings prior to the clean taking place. Should there be personal belongings still in the property we will work around them without moving them this also includes belongings inside cupboards and drawers. We will not take responsibility for cleaning these areas and will only return at an extra cost payable.

BOOKING DEPOSIT / PAYMENTS

- Full payment of the invoice is required to secure the booking.

PARKING/ACCESS

Adequate and easy accessible parking must be provided to the cleaner/s.

Should you reside in an apartment, a parking space must be provided to the cleaner whether it be a guaranteed visitor spot or access into the underground parking. Failure to provide adequate parking may result in the cleaner not being able to carry out the clean and a 50% charge still be payable.



CANCELLATION / RESCHEDULING

- Cancellation policy;
 - 4 days' notice (96 hours); full payment is refunded
 - 3 days (72 hours) or less; 75% of payment is refunded
 - 2 days (48 hours) or less; 60% of payment if refunded
 - Day of the clean; 50% of payment is refunded
- Rescheduling – should you require to reschedule the clean, the clean must be rescheduled to another available day/time within 2 weeks otherwise cancellation policy is applicable as above.
- Any cancellations or rescheduling must be done so in writing (email)
- We recommend for the client to attend the property at commencement of the clean to ensure staff are shown the correct removal rangehood and split system filters as well as to note any pre-existing damages to avoid any discrepancies at the end of the clean.
- We recommend for the client to attend the property upon completion of the clean to go through the checklist and sign off with ACT Cleaning Group representative.

RE-CLEANING

- If there is re-cleaning that needs to be done an email is required to be sent to info@actcleaninggroup.com.au within **12 hours** after the cleaning has taken place along with a detailed list of what needs to be re-cleaned and photos for evidence. If we are not contacted within this time frame, we will not take responsibility for any re-cleaning.

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