



REGULAR CLEANING TERMS & CONDITIONS

RESCHEDULING

- A cancellation fee equivalent to 50% of the total cost of the service booked will be charged if cancelled within 24 hours of the scheduled commencement time.
- Should the cleaner attend the property and be unable to carry out the clean through no fault of the cleaner or ACT Cleaning Group, 100% of your usual charge will be payable.

SICKNESS POLICY

- Should someone be home unwell we ask for you to please advise ACT Cleaning Group prior to your clean commencing – if we are not advised and the clean is required to be cancelled (at our discretion) a fee will be payable. (Please refer to above reschedule/cancellation clause)

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.

SATISFACTION GUARANTEE

- If you are not 100% satisfied with the clean, please contact us on 0406453534 or via email info@actcleaninggroup.com.au within 12 hours of the clean.

PAYMENTS & OVERDUE ACCOUNTS

- Payment of services is by way of direct debit through IntegraPay which is to be debited the next business day after your scheduled clean.
Should the direct debit dishonour, you will be liable for a \$5.50 dishonour fee.
- In the event where your overdue account is referred to a collection agency, law firm and/or small claims court, you will be liable for all costs incurred which includes;
 - Legal demand costs
 - Debt collection agency fees/commissions
 - Application fees
 - Administration costs at an amount of \$50 per hour (plus gst) for the time taken to prepare any such applications and attend court to be charged in 30 minute blocks

GENERAL

- At no point can you directly or indirectly solicit any employee of ACT Cleaning Group to engage services during your contract with ACT Cleaning Group and following up to and including 6 months preceding the cessation of services

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