



ONE OFF CLEANING TERMS & CONDITIONS

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

GENERAL

- 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.
- 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.

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

- 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.

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.

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