
regular cleans, one-off and spring cleans

Your use of our services constitutes your agreement to be bound by the terms and conditions set out below

Quoting for regular cleans

1. We will always endeavour to visit your property before issuing a quote. Where that is not possible, we will provide an estimated price, based on what tasks you request, and the time we estimate it would take us to complete those tasks on a regular basis. Our estimated price assumes that the property is in a reasonable condition and is not neglected or extra dirty.
2. We recommend that an additional hour be added to your initial clean, to perform a deep tile/grout clean and thorough dust removal.
3. If we have provided a quote without seeing your home, we will do as much as we can within the timeslot booked. Following the initial clean, we may suggest an adjustment in the task list, or duration required for subsequent cleans.
4. Please understand that homes that have not been regularly cleaned often require several cleans to get it up to standard.

Quoting for one-off or spring cleans (excluding end of lease cleans)

1. We will always endeavour to visit your property before issuing a quote. Where that is not possible, we will provide an estimated price, based on the information you provide to us at the time. Our estimated price assumes that the property is in a reasonable condition and is not neglected or extra dirty.
2. If a property visit was not possible before quoting, and we arrive at the property for the clean and it is not in a reasonable condition, or is extra dirty, we will contact you straight away. As we often have more than one clean per day, we may be required to omit some items from the initial list to ensure we complete and depart on time.

Payment

For regular cleans, we will email an invoice shortly after the cleaning service. We ask that payment be made prior to your next clean.

For spring cleans and one-off cleans, we will email an invoice after providing a quote. A booking is only confirmed once full payment is received.

Oven cleaning

When an oven is not regularly cleaned, carbon becomes baked into the surface and becomes impossible to fully remove. We will not be held responsible for carbon that cannot be removed.

Window cleaning

When windows are not regularly cleaned (within the past 12 months, and depending on location), a residue, appearing somewhat cloudy or milky may remain after cleaning. We recommend cleaning windows regularly to avoid that appearance.

Claims and insurance

1. While all care is taken during our cleaning services, some older items (eg, light fittings or flyscreens) may be prone to accidental breakage due to age or wear and tear. Any claims of damage will be subject to proof by you that the damage was caused during our cleaning service.
2. We are fully insured, with public liability insurance upto \$20 million.