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## end of lease / sales cleans

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

### Access, quality assurance and rubbish removal

1. It is your responsibility to ensure the following:
  - a) The property is entirely vacated and contains no possessions.
  - b) The property is accessible at the agreed time. You agree to a “non-access surcharge” of \$25 p/hour or part thereof (up to \$100) if the property is not accessible by key, or we cannot enter at the agreed time.
  - c) Electricity and running water are available for use.
2. You agree we may take photos of the property, before, during and after the service. These photos may be used for quality assurance, marketing or proof of limitations if applicable.
3. All rubbish is to be removed from the property prior to the cleaning service. If we need to remove any rubbish (for example, typical household garbage, boxes, packing material, plastics), a “rubbish removal surcharge” of \$30 per rubbish bag (or part thereof) will be payable. We will not move furniture or large/heavy items.

### Bond cleans

When a bond clean is specifically requested, wall washing and window cleaning must be included / paid for.

### 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.

### Quoting

1. When a quote is requested, 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. If it is extra dirty (this is rare), an additional fee between \$150-\$450 will be added.
2. If the extra dirty surcharge is payable, we will contact you as soon as we arrive at the property. We will require immediate payment of the surcharge, and that you email us the receipt immediately. If we cannot contact you, or we do not receive payment of that surcharge, we will clean to the value of what has been paid (at a rate of \$90 per hour + GST for two people).

### Payment

We will provide an invoice after providing a quote. A booking is only confirmed once full payment is received.

### 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.