



CLIENT HANDBOOK

*Our Guide to a
Sparkling Experience*

QUICK

LINKS



OUR
WEBSITE



FACEBOOK

OUR
SOCIALS



INSTAGRAM



CONTENTS

WHERE THE MAGIC IS

CONTENTS	1
WHO WE ARE	2
WHAT WE DO	3
WHAT WE OFFER	4
BOOKING WITH US	6
ON THE DAY	7
HEALTH AND SAFETY	8
CLIENT RESPONSIBILITIES	9
HOW WE KEEP IT SPARKLING	11
WHERE WE SPARKLE	14
THE TIDY FAIRY PROMISE	15
GET IN TOUCH	16
SHARE THE SPARKLE	17
FAQ'S	18

WHO WE ARE

Welcome to The Tidy Fairies, where family values and exceptional cleaning come together to create a truly unique experience.

As a family-owned business, we pride ourselves on bringing a warm, personal touch to every space we clean. Our dedication to excellence in the cleaning scene is reflected in our commitment to providing tailored services that meet a wide range of needs.

At The Tidy Fairies, we blend professionalism with a homey vibe, making each cleaning service feel like a visit from a trusted friend.

Let us sprinkle a bit of fairy magic into your space and experience the difference that genuine care and expertise can make.

WHAT WE DO

At The Tidy Fairies, we're here to make your space sparkle, no matter what you need!

Whether it's regular upkeep to keep things fresh, a deep clean to tackle those hard-to-reach spots, or an end-of-lease clean that ensures you leave the place spotless, we've got you covered.

Hosting guests? Our Airbnb cleans get your space guest-ready, while our office and venue cleans ensure your professional spaces stay immaculate.

We use eco-friendly products and add our personal touch to every job, so you can sit back and enjoy a clean, welcoming space—without the hassle. Let us bring the magic!

WHAT WE OFFER

ONCE OFF CLEANS

\$65PH MIN 3HRS + GST

Our one-off cleans are perfect for giving your home a quick and thorough sparkle, no strings attached!

REGULAR CLEANS

\$60PH MIN 2HRS + GST

For everyday sparkle, our regular cleans keep your home fresh and tidy on a schedule that suits you.

DEEP CLEANS

\$80PH MIN 4HRS + GST

When your home needs a thorough refresh, our deep cleans cover every corner, leaving it spotless.

WHAT WE OFFER

OFFICE CLEANS

\$60PH MIN 2HRS + GST

Keep your workspace sparkling with our office cleaning services, designed to maintain a professional environment.

END OF LEASE CLEANS

PERSONALISED QUOTE REQUIRED

Moving out? We'll make sure your property is in top shape with a tailored end of lease clean.

Enquire now via our website!

AIR BNB CLEANS

PERSONALISED QUOTE REQUIRED

Get your Airbnb sparkling and guest-ready with our detailed cleaning service, designed to impress every visitor.

Enquire now via our website!

BOOKING

WITH US

HOW TO BOOK

Booking your clean is as easy as sprinkling a little magic!

Step One

Submit our booking enquiry form via our website and share all the details we need to plan your service.

Step Two

We'll email you to confirm availability and secure your booking.

Step Three

Once your booking is locked in, you'll receive a confirmation email with all the details.

After Booking

The day before your clean, we'll send a confirmation request. Simply *reply yes or no to confirm*. If no response is received, your booking will be cancelled in line with our *Cancellation Policy*.

It's that simple!

We can't wait to work our magic and leave your space sparkling!

ON THE DAY

WHAT TO EXPECT

PREPARATION TIPS

To help your clean run smoothly, please ensure we have clear access by providing any keys, codes, or instructions in advance. We love your pets and pets only need to be secured if they're reactive, uncomfortable with visitors, or likely to escape. Rooms with closed doors will not be cleaned in line with our **Closed Door Policy**, so please leave doors open if you'd like those areas included. If you have specific requests or areas to avoid, let us know beforehand to help us tailor your clean.

ARRIVAL TIME

Please note, your cleaners will arrive within a **15 minute window** before or after your scheduled appointment time, this is to allow for changes in traffic conditions.

UNEXPECTED CHANGES

In the case of unexpected changes needing to be made to your scheduled clean The Tidy Fairies will contact you via text message.

HEALTH AND SAFETY

HOW WE KEEP IT SAFE

To ensure the Health and Safety of both our clients and staff, a few of our safety highlights are listed below.

POLICE CHECKS

At The Tidy Fairies, every employee is fully police-checked, ensuring that you can feel secure and comfortable welcoming us into your home.

ECO FRIENDLY PRODUCTS

We prioritise safety by using eco-friendly products that clean effectively while keeping your home safe for everyone. If a tougher product is ever needed, we'll always reach out first to ensure you're comfortable with any adjustments.

PET WASTE

To keep everyone safe, our team does not handle, clean, or dispose of animal waste, including cat litter, urine, or feces. We kindly ask that any pet-related mess is cleaned up before your appointment. This helps us maintain a safe and hygienic environment for both our team and your household.

CLIENT RESPONSIBILITIES

CONFIRMATION RESPONSES

It is the client's responsibility to respond to our **confirmation texts** sent 24 hours before your scheduled clean. If we don't receive a reply, your booking may be cancelled according to our **Cancellation Policy**. To ensure your service goes ahead as planned, please respond with yes or no to confirm. Your prompt reply helps us provide a smooth and efficient service.

ACCESS TO PROPERTY

It is the client's responsibility to provide our team with **appropriate access** to the property for their scheduled clean. This can be achieved by ensuring someone is home, arranging for a key to be left at an agreed-upon location, or supplying us with a spare key in advance. If our team is unable to access your property upon arrival—due to locked gates, missing keys, or other barriers—it will be considered a **lock-out**. In this case, your appointment may need to be rescheduled, and a cancellation fee may apply in line with our **Cancellation Policy**.

CLIENT RESPONSIBILITIES

PETS WASTE & SAFETY

To keep everyone safe and ensure the best service, we kindly ask that all pet waste, including cat litter, urine, and feces, is cleaned and disposed of before our arrival. We love meeting your furry friends, but for the safety of both your pet and our team, we ask that **skittish pets or those likely to escape** be securely confined prior to the appointment. Additionally, it's important that you inform us of any pets at the property prior to your appointment. These steps help us maintain a safe, hygienic environment and allow our team to focus on making your home sparkle.

PAYMENT RESPONSIBILITIES

It is the client's responsibility to ensure payment is made **upon completion of the cleaning service**, in line with our **Payment Policy**. Payments can be made via **cash or bank transfer**, and invoices will be issued after the service. If payment is not received **within 48 hours**, a **\$10 late fee** may be applied in accordance with our Payment Policy. For any unpaid invoices, your next appointment may be cancelled in accordance with our **Cancellation Policy**. Ensuring timely payment helps us continue to provide our high-quality service with minimal disruptions. View our **Payment Policy** for full details.

HOW WE KEEP IT SPARKLING

At The Tidy Fairies, we believe in transparency and clear communication. Below, you'll find a brief overview of our policies for your convenience. For more detailed information, please visit our full policy page on our website. We're here to make your cleaning experience as seamless as possible!

BOOKING & CONFIRMATION POLICY

Clients will receive a confirmation text 48 hours before their scheduled clean. Simply reply “Yes” or “No” to confirm or cancel. If we don’t hear from you or a cancellation occurs within 24 hours, a cancellation fee may apply. We work around your schedule to keep everything smooth!

CANCELLATION & RESCHEDULING POLICY

Life happens! You can reschedule up to 48 hours before your clean without any extra charges. Cancellations within 24 hours or no-shows may result in a fee. Let us know in advance, and we’ll happily adjust to your needs.

HOW WE KEEP IT SPARKLING

PAYMENT POLICY

Payment is due upon completion of your service. We accept cash or bank transfer, with invoices sent directly after your clean. Please ensure payment within 48 hours to avoid late fees. Your prompt payment helps us keep the sparkle going!

CLOSED DOOR POLICY

Rooms with closed doors upon arrival won't be cleaned, except for bathrooms and toilets. If there's an area you'd like us to skip, just let us know before your scheduled clean to keep everything clear and efficient!

PETS POLICY

We love pets, but for safety, please let us know if any are present during the clean. Skittish or anxious pets should be safely confined, and we do not handle pet waste. We'll work around your pets with care.

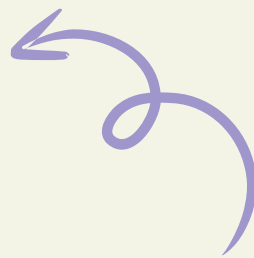
HOW

WE KEEP IT SPARKLING

NDIS, WORKCOVER & AGED CARE POLICY

POLICY

We offer tailored services for NDIS, Workcover, and Aged Care clients, based on available funding. If you need additional services beyond your plan, we're happy to discuss top-up options so your home gets the full fairy treatment!



**VIEW OUR FULL
POLICIES ON OUR
WEBSITE**

WHERE WE SPARKLE

OUR SERVICE AREA



The Tidy Fairies are based in Victoria, Australia, and we proudly service a wide area to bring our magic to as many homes as possible!

We cover the **Mornington Peninsula**, through to **Pakenham, Berwick, Dandenong**, and **Mordialloc**.

THE TIDY FAIRY PROMISE

At The Tidy Fairies, we take pride in bringing a little magic to every clean, and we stand by that magic with our Tidy Fairy Promise!

We believe that your home deserves to sparkle just the way you imagined, and if something doesn't meet your expectations, we're here to make it right.

If any area is missed during your clean, just let us know within 48 hours, and we'll be back within 48hrs to sprinkle a bit more fairy dust until it's perfect. Whether it's a spot we overlooked or an extra touch-up you need, we're committed to making sure you're completely satisfied with the final result.

We don't just clean; we create a space that feels fresh, welcoming, and absolutely magical. With The Tidy Fairy Promise, you can rest easy knowing that we'll always go the extra mile to leave your home exactly how you like it—sparkling, shining, and stress-free!

GET IN TOUCH

CONTACT US

Got a question or ready to book? The Tidy Fairies are just a message away! Whether you need more info on our services or want to schedule your next clean, we're here to help. Reach out and let the magic begin!

FOLLOW THE MAGIC



@the_tidy_fairies



The Tidy Fairies

DROP US A LINE



Clean@thetidyfairies.com.au

CALL FOR A LITTLE EXTRA SPARKLE



0488 651 847

SEND US A
ENQUIRY & LET
THE MAGIC
BEGIN!



SHARE THE SPARKLE

We love hearing from you! Your feedback helps us keep the magic alive, and we want you to share the sparkle!

Whether we've brought a shine to your home or you have ideas for us to improve, let us know how we're doing. Together, we can keep making your space sparkle brighter than ever!

MESSAGE US



Clean@thetidyfairies.com.au

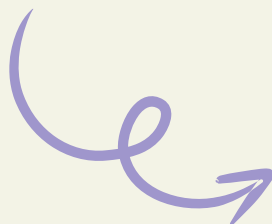


@the_tidy_fairies



The Tidy Fairies

SHARE YOUR FEEDBACK



FAQ'S

QUICK ANSWERS

WHAT AREA'S DO YOU SERVICE?

We cover the **Mornington Peninsula**, through to **Pakenham, Berwick, Dandenong**, and **Mordialloc**.

DO YOU HAVE A MINIMUM TIME REQUIREMENT?

Yes, we do! It varies by service. Check out our "What We Offer" page or contact us for more info.

DO YOUR CLEANERS HAVE POLICE CHECKS?

Yes, all our cleaners are police-checked for your peace of mind!

DO YOU USE YOUR OWN EQUIPMENT?

Absolutely! We bring everything we need to work our magic.

DO YOU USE ECO FRIENDLY PRODUCTS?

Yes, we do! Our products are eco-friendly and safe for your pets, so you get a sparkling clean that's gentle on your home and the planet.

FAQ'S

QUICK ANSWERS

CAN I REQUEST SPECIFIC PARTS OF MY SPACE CLEANED?

Of course! Just let us know before your clean, and we'll do our best to accommodate.

DO YOU CLEAN OVENS?

Oven cleaning is available with our end of lease cleans.

DO I HAVE TO BE HOME?

No, you don't! We'll communicate with you ahead of time to ensure entry and exit are arranged, so you can enjoy your day while we make your home sparkle.

WHAT'S YOUR CANCELLATION POLICY?

Cancel 24 hours or more before your clean, and no fee applies! For cancellations within 24 hours, a fee may apply. For more details, see our "How We Keep It Sparkling" page.

HAVE OTHER QUESTIONS?

DON'T HESITATE TO ASK!

**We're here to help and make everything sparkle.
Just reach out, and we'll get back to you in no time!**